

## What format can I request the information in?

You can say in what format you would prefer to receive the information e.g. on paper or electronically. Please do tell us if you have a preference.

## How much will it cost to make a request?

A lot of the information may be supplied free of charge. However, sometimes you may have to pay a fee, either to cover administration costs, pay for postage or photocopying or because of the expense involved in finding and supplying the information. You will be told in advance if a fee will apply.

## How can I find out more?

For more information please contact our corporate governance manager or visit our website: [www.rbht.nhs.uk/foi](http://www.rbht.nhs.uk/foi).

Alternatively, you can visit the information commissioner's office's website: [www.ico.org.uk](http://www.ico.org.uk) or write to:

**Information Commissioner's Office**  
**Wycliffe House**  
**Water Lane**  
**Wilmslow**  
**Cheshire SK9 5AF**

tel: **0303 123 1113**  
email: **casework@ico.org.uk** (please include your phone number)



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Royal Brompton Hospital  
Sydney Street  
London  
SW3 6NP  
tel: 020 7352 8121  
textphone: (18001) 020 7352 8121

Harefield Hospital  
Hill End Road  
Harefield  
Middlesex  
UB9 6JH  
tel: 01895 823 737  
textphone: (18001) 01895 823 737

website: [www.rbht.nhs.uk](http://www.rbht.nhs.uk)

إذا كنت ترغب في الحصول على ترجمة فورية لمضمون هذه الوثيقة إلى اللغة العربية، يرجى منك الاتصال بأحد مستخدمينا بجناح المصلحة التي يتم فيها استشفائك. أحد موظفينا سيسعى لترتيب إجراءات الترجمة وإتمامها في الوقت المناسب لك.

Brosurteki bilginin Türkçe tercemesi için tedavi görüyor olduğunuz bölüme basurunuz. Bölüm personeli tercemenin gerçekleşmesini en kısa zamanda ayarlayacaktır.

December 2014

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Royal Brompton & Harefield **NHS**  
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Freedom of  
Information Act 2000



The Freedom of Information Act 2000 became law on 1 January 2005.

This leaflet tells you about the Act, what it means to you and what systems and procedures we have put into practice to make sure we comply with the Act.

## What is the Freedom of Information Act 2000?

The Act builds on the good practice code of increasing openness: a better-informed public will be able to engage with the NHS with the aim of improving standards. It will make sure that everyone has access to information about how public services are delivered and developed.

The Freedom of Information Act 2000 (Fol) entitles anybody to ask a public authority in England, Wales and Northern Ireland, including government departments, for any recorded information that it keeps.

The Fol Act operates very closely with the Data Protection Act 1998, which allows people to get information about themselves, e.g. personnel records and information held by credit reference agencies, and the Environmental Information Regulations (EIR), which give people access to information about their environment.

## How do I ask for information?

All requests for information should be made in writing via email or post:

email: [foi@rbht.nhs.uk](mailto:foi@rbht.nhs.uk)

post: **Corporate governance manager  
Royal Brompton & Harefield NHS  
Foundation Trust  
Sydney Street  
London SW3 6NP**

You must clearly state what information you are requesting and supply your name and address. You do not need to state why you are asking for the information.

We also have a Publication Scheme, which is an aspect on the Fol Act. The Scheme can be seen on our website: [www.rbht.nhs.uk/scheme](http://www.rbht.nhs.uk/scheme)

The Scheme lists information that we routinely make available e.g. our Board minutes, financial information and policies and procedures. The Scheme also provides information on any charges we will make for providing the information and copyright limitations. It is a good idea to check the Publication Scheme before making a request for information under the Fol Act as the information may already have been published. This could save you, and us, time and money. For more information on our Publication Scheme, contact our corporate governance manager (as above).

## What type of information can I ask for?

You can ask for any recorded information e.g. manual records or information managed by IT systems.

## When will I receive the information?

We will acknowledge the receipt of your request within two working days and will attempt to provide you with the information within 20 working days of the receipt of your request. If we are not able to provide the information within this time frame we will explain why and let you know when you can expect to receive it.

## Can my request be declined?

We will provide you with the information unless there is a good reason for not doing so e.g. your request relates to someone's personal details, or the information, if given, would provide an unfair commercial advantage.

If we decline your request for information we will explain our reasons for doing so. If you do not agree with our decision you can ask for the decision to be reconsidered and, if the request is still declined, you can ask the Information Commissioner's Office to review the decision. The Information Commissioner's office is an independent body that enforces the Fol Act, the Data Protection Act and the Environmental Information Regulations.