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Darlington Memorial Hospital  
Hollyhurst Road  
Darlington  
DL3 6HX  
Switchboard Tel: 01325 38 0100  
Foundation Trust Office: 01325 74 3625  
Corporate Records Office: 01325 74 3700

Request for Information Reference: 12.18.25

Direct line: 01325 743700  
Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

Email only

23 December 2018

### **Freedom of Information Act 2000 – Request for Information**

Thank you for your request for information received on 21 December 2018 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding adult hearing services. Specifically you requested information as follows:

***Please note we have broken up questions so that***

- ***they are easier to answer, to save you time***
- ***we minimise the need to ask follow-up/clarification questions***
- ***involve short answers, to save you time***

### **County Durham and Darlington NHS Foundation Trust replies:**

Please see the attached document which we have completed as best we can.

We are unable to add any additional text to the document so please see the following explanations as to why some of the fields have not been completed:

Q3a) The Trust does not have a code which breaks down the referral details. In order to gather this information a member of staff would need to locate referral information from areas such as patient notes etc. In order to gather this information it would take a member of staff a number of days.

The Trust does not record this data in a format that could easily provide the information requested, this would take over the permitted timescale within the act therefore; we are refusing this section of your request for information pursuant to section 12 of the Act on the grounds that we estimate that the cost of complying with the request would exceed the appropriate limit. The appropriate limit at the present time is £450.00 which equates to eighteen and quarter hours of work by a member of staff at the rate of £25 per hour.

Q3b) The Senior Information Analyst would be required to write a report in order to answer this question. Once the report has been written the Senior Information Analyst would then be required to cross reference data with the Audiology Services Manager. In order to gather the information, write the report and cross reference the information with the Audiology Manager we estimate that this would take a number of days.

The Trust does not record this data in a format that could easily provide the information requested, this would take over the permitted timescale within the act therefore; we are refusing this section of your request for information pursuant to section 12 of the Act on the grounds that we estimate that the cost of complying with the request would exceed the appropriate limit. The appropriate limit at the present time is £450.00 which equates to eighteen and quarter hours of work by a member of staff at the rate of £25 per hour.

Q3c) The information could be gathered from the patient notes however it would take one member of staff a number of weeks.

The Trust does not record this data in a format that could easily provide the information requested, this would take over the permitted timescale within the act therefore; we are refusing this section of your request for information pursuant to section 12 of the Act on the grounds that we estimate that the cost of complying with the request would exceed the appropriate limit. The appropriate limit at the present time is £450.00 which equates to eighteen and quarter hours of work by a member of staff at the rate of £25 per hour.

Q4a) The information could be gathered from the patient notes however it would take one member of staff a number of weeks.

The Trust does not record this data in a format that could easily provide the information requested, this would take over the permitted timescale within the act therefore; we are refusing this section of your request for information pursuant to section 12 of the Act on the grounds that we estimate that the cost of complying with the request would exceed the appropriate limit. The appropriate limit at the present time is £450.00 which equates to eighteen and quarter hours of work by a member of staff at the rate of £25 per hour.

Q4b) The Senior Information Analyst would be required to write a report in order to answer this question. Once the report has been written the Senior Information Analyst would then be required to cross reference data with the Audiology Services Manager. In order to gather the information, write the report and cross reference the information with the Audiology Manager we estimate that this would take a number of days.

The Trust does not record this data in a format that could easily provide the information requested, this would take over the permitted timescale within the act

therefore; we are refusing this section of your request for information pursuant to section 12 of the Act on the grounds that we estimate that the cost of complying with the request would exceed the appropriate limit. The appropriate limit at the present time is £450.00 which equates to eighteen and quarter hours of work by a member of staff at the rate of £25 per hour.

Q4c) The Senior Information Analyst would be required to write a report in order to answer this question. Once the report has been written the Senior Information Analyst would then be required to cross reference data with the Audiology Services Manager. In order to gather the information, write the report and cross reference the information with the Audiology Manager we estimate that this would take a number of days.

The Trust does not record this data in a format that could easily provide the information requested, this would take over the permitted timescale within the act therefore; we are refusing this section of your request for information pursuant to section 12 of the Act on the grounds that we estimate that the cost of complying with the request would exceed the appropriate limit. The appropriate limit at the present time is £450.00 which equates to eighteen and quarter hours of work by a member of staff at the rate of £25 per hour.

Q5c) The Trust does not use these specific codes.

Q5d) The Trust does not use these specific codes.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive  
County Durham & Darlington NHS Foundation Trust  
Darlington Memorial Hospital  
Hollyhurst Road  
Darlington  
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113  
Website: [www.ico.gov.uk](http://www.ico.gov.uk).

There is no charge for making an appeal.

Yours sincerely

**Joanna Tyrrell**  
**Freedom of Information Officer**