

Executive Corridor
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX
Switchboard Tel: 01325 38 0100

Request for Information Reference: 04.21.07

Email: cdda-tr.cddftfoi@nhs.net

Email only

5 May 2021

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 6 April 2021 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to lost patient data/information and I am providing the following information in response to your specific questions:

1. The number of times patient data has been lost within the system for the calendar years of 2020 and 2019?

Under the terms of the Act, a request for information can be refused where one or more exemptions listed in the Act apply. In this case the Trust is claiming an exemption under Section 21 of the Act, namely the information is otherwise accessible from our website. The information requested is covered in the Trust's Annual Reports

<https://www.cddft.nhs.uk/about-the-trust/annual-reports/annual-report-documents.aspx>

2. How many customer complaints were logged in the calendar years of 2020 and 2019 due to data or information being lost?

There has been one such complaint.

3. Confirmation that a digital front door or personal health record systems has been implemented in the Trust?

Not at present, strategic options are under consideration in alignment with the objectives of the Great North Care Record Patient Experience Portal.

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 on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer