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Request for Information Reference: 07.22.68

FOI Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

4th August 2022

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 29th July 2022 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 Patient Leaflets and I am providing the following information in response to your specific questions:

1. Your financial expenditure over the past 3 completed financial years to manage / administer and distribute your library of patient information leaflets and web pages. This should include:

a) internal staffing costs to employ those tasked with managing your patient information assets.

The Trust does not employ specific members of staff to manage the patient information assets. This would fall under the remit of multiple people across many different departments.

b) costs to post physical patient information leaflets to your patients and / or their carers.

The Trust does not centrally record if a leaflet was included in the letters that we post and estimates that it would take a significant amount of time to gather the information requested. In order to gather this information a member of staff would have to review every patient letter the Trust has sent across the year to determine how many leaflets were sent out. 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 hours of work by a member of staff at the rate of £25 per hour.

c) monies paid to external designers to create printable patient information leaflets.

Not applicable. The Trust has an in-house designers as part of the Communications team.

d) monies paid for off site (professional printed) patient leaflet.

The Trust does use off site printers for patient leaflets, however the item printed is not centrally recorded. To gather this information a member of staff would need to manually examine everything that the Trust has had professionally printed to determine if it was a patient leaflet. 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 hours of work by a member of staff at the rate of £25 per hour.

e) monies spent on in-house patient leaflet printing costs.

The Trust does not record this information and any in-house printing would be included in the Trust's overall printing cost.

f) software licenses for software purchased specifically for the creation / management of patient information leaflets / web information. For example Adobe Premier or Microsoft Publisher.

The Trust does not purchase software specifically for the creation of patient information leaflets.

The Trust users Microsoft Publisher and Microsoft Word.

g) cost to support the publishing of patient information on your organisation's website.

Zero

h) license and support costs and contract duration for any patient leaflet / information repositories you have purchased or leased.

Zero

2. Please also include the following:

- a) Name of the content management system used for your main public-facing website.**

Umbraco

- b) Duration of the current contract with the provider of your main public-facing website.**

6 months

- c) Annual support and maintenance contract costs for your main public-facing website.**

£1,080

- d) Internal staffing costs for the management of your main public-facing website. If managing your main public-facing website is only part of the staff member's role, please declare the percentage of their time dedicated to managing your main public-facing website and the banding of the person who is the website administrator / manager.**

Approximately 25% of a band 5 role.

- e) Any additional costs incurred by your organisations annually for the running / editing or technical support of your public-facing website provided by any third-party companies.**

£1,915.20 – annual hosting costs.

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
Corporate Records and Freedom of Information Facilitator