

## RIGHT TO APPEAL

If you are refused the information that you requested you have a right to appeal. Ask for a copy of our complaints procedure document from the Information Governance Manager or look on our website.

If the decision not to release the information is upheld by the Trust appeals procedure, you can make a further appeal to:

**FOI Complaints Resolution  
Information Commissioner's Office**  
*(see contact details on this leaflet)*

## CONTACT INFORMATION

All requests for information that is not already available on our website should be directed to the Information Governance Office.



## CONTACT DETAILS

Information Governance Office  
Trust Headquarters  
Royal Bolton Hospital  
Minerva Road  
Farnworth  
Bolton  
BL4 0JR  
Tel. 01204 390 861  
[FOI@boltonft.nhs.uk](mailto:FOI@boltonft.nhs.uk)

## PUBLICATION SCHEME

The Trust publication scheme can be found at: [www.boltonft.nhs.uk](http://www.boltonft.nhs.uk)

For further information about your Freedom of Information rights contact:

The Information Commissioners Office  
Wycliffe House Water Lane  
Wilmslow, Cheshire  
SK9 5AF  
[www.ico.org.uk](http://www.ico.org.uk)

IPG Number: 1839 Review date: 02/19

## Freedom of Information Act



This leaflet informs you of your rights to access information from **Bolton NHS Foundation Trust**, under the Freedom of Information Act. It also explains how to go about this.

The Freedom of Information (FOI) Act gives a general right of access to all types of recorded information held by public authorities.

This means that you, as a member of the public, have the right to ask **Bolton NHS Foundation Trust** for any information that you wish to see, subject to certain exemptions.

We have produced this leaflet to inform you of your right to ask for information and explain the process for making a request.

### TRUST PUBLICATION SCHEME

A publication scheme is a way of directing you to information that we already make available to the public and it may contain some or all of the information that you require.

The publication scheme contains information such as the annual report, our targets aims and achievements and financial information and requests that have already been answered.

A hard copy may be obtained from the Information Governance Manager or by accessing our website.

### MAKING A REQUEST

All requests for information not included in our publication scheme must be made in writing (via email is acceptable). Please make sure that you include your return address so that we can send the information that you require.

Send your request to the Information Governance Office. We will contact you to let you know that we are dealing with your request. We will always try to supply the information that you require within 20 working days.

There may be occasions when it will take more than 20 working days to gather the information. In these circumstances we will make sure that you are informed of the reason for the delay.

### EXEMPTIONS

You may not be able to access some of the information that we hold. This is because it is classed as exempt.

For instance no one can access your medical records or personal details of our employees under the Freedom of Information Act.

If you wish to see your medical records you should contact the Legal Department for advice. If your request is for information that has been classed as exempt we will inform you of the reason for not making it available.

### CHARGES

Where possible we will try and supply the information that you require free of charge.

However each request will have to be assessed individually for costs. All charges will be made in line with the Government's fee regulations, a copy of which can be obtained on our website or from the Information Governance Manager. If there is a charge you will be sent a 'fees notice'. This will tell you the fee that we require before we can supply the information that you have requested.

You should send the fee to us within three months of receiving the fee notice or we will not be able to provide you with the information you requested.