

Reference:	FOI.3743.20
Subject:	Correspondence and postal services
Date of Request:	31 July 2020

Requested:

1. Would HDUHB Information Office please confirm the parties that reviewed and sanctioned FOI 3477 Response?
2. Would HDUHB confirm the Royal Mail delivery code that was on the item?
3. Would HDUHB confirm the Royal Mail cost of delivery of the item?
4. Would HDUHB confirm when the HDUHB Post Room received the item?
5. Would HDUHB confirm when the item left the HDUHB Post Room?
6. Who is the HDUHB Caldicott Guardian?

I understand that HDUHB policy regarding the transportation of SPII is that it should be sent in a double addressed envelope each marked Private and Confidential.

7. Would HDUHB confirm whether my understanding of HDUHB policy regarding the transportation of SPII is correct?
8. Would HDUHB confirm that the SPII sent by Royal Mail was in a double addressed envelope each marked "private and confidential"?
9. Would HDUHB confirm whether it has complained to Royal Mail regarding the damaged/opened item sent by HDUHB and what is the HDUHB Royal Mail enquiry reference it has received?

Decision:

Following review of your request, Hywel Dda University Health Board (UHB) has made the decision to refuse question 1 of your request for information. The UHB's reasons are provided in bullet point form below:

- The UHB has an obligation to respond to valid requests for information. A valid request for information can be determined using the guidance provided in Section 8 of the Freedom of Information Act 2000 (FOIA). The UHB has drawn the conclusion that this request is not a valid request for information and therefore not admissible under FOIA.
- The UHB considers this request to be vexatious. Vexatious requests can be determined using the guidance as set out in Section 14 of the FOIA. The points drawn upon by the UHB to reach this decision are provided below:
 - Multiple requests with a similar or related subject matter have been submitted to multiple UHB officers within a short timeframe.
 - The UHB recognises that (some of) the requests submitted are repetitive and have previously been answered in full by the UHB.

- The requestor is attempting to re-open a previously closed matter between him and the UHB regarding issues surrounding his professional capacity.
- The UHB believes that the requests are part of a scattergun approach, which lacks any clear focus and are intended to waste time and/or unnecessarily utilise resources for no apparent purpose.
- A number of the requests are simply trivial or frivolous and require disproportionate effort from UHB officers to handle

Response:

2. The UHB confirms the items Royal Mail tracking number is NL471017288GB.
3. The UHB does not hold this information.
4. The UHB confirms the item was received in Glangwili General Hospital's mail room on 8 June 2020.
5. The UHB confirms the item was collected and signed for by Royal Mail on 8 June 2020.
6. This information is already within the public domain; therefore, the UHB has applied an exemption under Section 21 of the Freedom of Information Act 2000, as the information is accessible by another means.

For ease of reference please click on the attached link, which will take you directly to the webpage:

<http://www.wales.nhs.uk/sitesplus/862/page/71566>

7. The UHB confirms your understanding is correct.
8. The UHB's Secure Transfer of Personal Information Policy states 'When sending Medical Records / Health Care Records copies should be sent whenever possible and the sender must send them in sealed double envelopes with the address on both'. However, the policy does not state this must be done for every item of post that contains SPII. The UHB uses the most appropriate method of transfer, either by Secure File Share portal if sending electronically or using the Royal Mail Special Delivery service for paper correspondence. A copy of the Secure Transfer of Personal Information Policy has been provided below.

<http://www.wales.nhs.uk/sitesplus/documents/862/275-SecureTransferofPersonalInformationPolicy-V3.pdf>

9. The UHB confirms a complaint has not been raised with Royal Mail.