

Reference:	FOI.3173.20
Subject:	Health Board correspondence
Date of Request:	15 May to 9 June 2020

Requested:

Thank you for your recent correspondence to Hywel Dda University Health Board employees as detailed below:

- i. 15/5/20: Email received by BM, Information Governance Manager.
- ii. 18/5/20: Email received by BM, Information Governance Manager.
- iii. 21/5/20: Email received by Huw Thomas, Director of Finance.
- iv. 1/6/20: Email received by SB, Information Governance Manager.
- v. 2/6/20: Email received by RD, Freedom of Information Officer.
- vi. 4/6/20: Email received by Sarah Jennings, Director of Partnerships and Corporate Services.
- vii. 8/6/20: Email received by Sarah Jennings, Director of Partnerships and Corporate Services.
- viii. 9/6/20: Email received by KJ, Senior Corporate Information Officer.
- ix. 9/6/20: Email received by SMJ, Assistant Director of Corporate Legal Services & Public Affairs (former Head of Corporate Office).

Your individual requests are detailed below for clarity.

FOI/3173/20 – Received 15/5/20

1. Would Hywel Dda University Health Board (H DUHB) Information Governance confirm that a subject of a H DUHB Oral Panel is entitled to a copy of the Minutes of the Hearing?
2. Would H DUHB Information Governance confirm that SL was the H DUHB officer that compiled the Minutes of the H DUHB Oral Panel Hearing?
3. Would H DUHB Information Governance confirm that SL also compiled the Minutes of the H DUHB Oral Panel Hearing held in July 2013 and December 2012?
4. Would H DUHB Information Governance confirm that the signed dated confirmed copies of the Minutes of the H DUHB Oral Panel Hearing held on July 2013 and December 2012 are also contained in a Semantic Enterprise Vault?
5. Would H DUHB Information Governance please forward a copy of the anonymised correspondence log?
6. Would H DUHB Information Governance please confirm that the original correspondence log is held in a Semantic Enterprise Vault?
7. Would H DUHB Information Governance please confirm that H DUHB Counter Fraud, Bribery and Corruption Policy Version 1.0, dated 14/05/2019 is the most up to date version of the written control document?

FOI/3184/20 – Received 18/5/20

1. Would you please confirm the name of the HDUHB Directorate that you no longer work within?
2. Would you please confirm the name of the HDUHB Director that heads the HDUHB Directorate that you no longer work within?
3. Would you please confirm if the above requested information has changed since you worked within the Directorate?

FOI/3200/20 – Received 21/5/20

1. Would you please confirm whether COBWEB is Wales Assembly Government agency or an outside agency that Hywel Dda University Health Board (HDUHB) uses to supply patients with Bladder and Bowel Control equipment?
2. Would you please confirm the total sum HDUHB paid to COBWEB for Bladder and Bowel Control equipment supplied through the Pembrokeshire Bladder and Bowel Advisory Service during the period 05/04/2019-04/04/2020?
3. Would you please confirm the total sum HDUHB paid to Cobweb for Bladder Control equipment supplied through the Pembrokeshire Bladder and Bowel Advisory Service during the period 05/04/2019-04/04/2020?
4. Would you please confirm that HDUHB Bladder Control equipment ordered through Pembrokeshire Bladder and Bowel Advisory Service was ordered by telephone using the number 0800 8048787 during the period 05/04/2019-04/04/2020?
5. Would you please confirm that the orders raised by this procurement method resulted in a hard copy of each order?

FOI/3258/20 – Received 1/6/20

1. Would SB, Hywel Dda University Health Board (HDUHB) Information Governance Manager please confirm that HDUHB has renewed its website during this time of urgent operational responses to dealing with Public Health priorities?
2. Would SB HDUHB Information Governance Manager please confirm how many Information Governance Managers are in Information Governance HDD?
3. Would SB HDUHB Information Governance Manager please confirm the significance of the number 3 in the email address?
4. Would SB HDUHB Information Governance Manager please confirm why one Information Governance Manager (BM, 20/05/2020) is requesting another Information Governance Manager (SB) to respond to a Subject Access Request (SAR) regarding BM's past correspondence to me?
5. Would SB HDUHB Information Governance Manager please confirm the HDUHB Director that has overall responsibility for HDUHB Information Governance?

FOI/3269/20 – Received 2/6/20

1. Would HDUHB FOI please confirm that the email has two attachments both labelled FOI.2652. Response.docx?
2. Would HDUHB FOI please confirm that one attachment is a document referenced FOI/2652/20 dated 06/05/2020, and the other attachment is a document referenced FOI/2651/20?

Document referenced FOI/2652/20

3. Would HDUHB FOI please confirm that this is a response to information requests addressed by email to Ms Mandy Rayani?
4. Would HDUHB FOI please confirm the date the information requests were received by HDUHB FOI?
5. Would HDUHB FOI please list the information requests within the email and confirm that they have each received a response?
6. Would HDUHB FOI please confirm that Ms Mandy Rayani authorised the release of the request?

Document referenced FOI/2651/20

7. Would HDUHB FOI please confirm that this is a response to information requests addressed by email to Dr Phil Kloe5r?
8. Would HDUHB FOI please confirm the date the information requests were received by HDUHB FOI?
9. Would HDUHB FOI please list the information requests within the email and confirm that they have each received a response?
10. Would HDUHB FOI please confirm that Dr Phil Kloer authorised the release of the request?

FOI/3285/20 – Received 4/6/20

1. Would HDUHB, Partnerships and Corporate Services Directorate please confirm that this is the most up to date version of HDUHB Freedom of Information Policy and when it will have a warning to that effect in the footer?
2. Would HDUHB, Partnerships and Corporate Services Directorate please confirm that the review and amendment dates of Version 1, giving Version 2, are correct?
3. Would HDUHB, Partnerships and Corporate Services Directorate please confirm that each HDUHB Freedom of Information (FOI) Response will have been reviewed by the Senior Corporate Information Officer (SCIO), the Head of Corporate Office and the Executive Director before the HDUHB FOI Response is sent to the requester?
4. Would HDUHB, Partnerships and Corporate Services Directorate please confirm the difference between a HDUHB FOI Response and a HDUHB FOI Final Response?

5. Would HDUHB, Partnerships and Corporate Services Directorate please confirm whether '*the Executive Director*' needed to authorise each HDUHB FOI Response is the Executive Director of the Directorate that first received the information request, or the Executive Director of the Directorate that has responsibility for HDUHB FOI Responses?
6. Would HDUHB, Partnerships and Corporate Services Directorate please confirm details (Name and Office Title) of the HDUHB officers that constitute the HDUHB Freedom of Information Office and the HDUHB Directorate that has responsibility for HDUHB Freedom of Information?

FOI/3324/20 – Received 8/6/20

1. Would you please reference (HDUHB FOI number) the formal HDUHB FOI Response that you signed off last week and the date it was signed off?

I understand that HDUHB Freedom of Information Policy states that a response should be forwarded within 20 days, notwithstanding reasoned delay. I further understand that if the information requested is readily available it need not take 20 days to respond to the information request.

2. Would HDUHB, Partnerships and Corporate Services Directorate confirm that my understanding of HDUHB Freedom of Information Policy, V3 is correct?

Given the Covid 19 pandemic and the problems it is causing to all levels of society.

3. Would HDUHB, Partnerships and Corporate Services Directorate please confirm an expected response date for to the information requests (6) that have been forwarded in my email dated 04 June 2020 11:05?

FOI/3327/20 – Received 9/6/20

1. Would HDUHB Freedom of Information (FOI) Office please confirm which HDUHB Executive Director reviewed and approved the following HDUHB FOI Responses and the date each HDUHB FOI Response was signed off:-

- a. HDUHB FOI 2097/19 received 24/12/2019
- b. HDUHB FOI 2651/20 received 06/05/2020
- c. HDUHB FOI 2652/20 received 06/05/2020
- d. HDUHB FOI 3078/20 received 19/05/2020
- e. HDUHB FOI 3169/20 received 21/05/2020
- f. HDUHB FOI 3146/20 received 08/06/2020

FOI/3328/20 – Received 9/6/20

I have received the following HDUHB FOI Responses:-

- HDUHB FOI 2097/19 received 24/12/2019
- HDUHB FOI 2651/20 received 06/05/2020
- HDUHB FOI 2652/20 received 06/05/2020
- HDUHB FOI 3078/20 received 19/05/2020

- HDUHB FOI 3169/20 received 21/05/2020
- HDUHB FOI 3199/20 received 02/06/2020
- HDUHB FOI 3146/20 received 08/06/2020.

1. Would you please confirm the dates HDUHB Head of Corporate Office reviewed each of the above HDUHB FOI Responses?
2. Would you please confirm that you were a member of HDHB Oral Hearing Suspension Panel held in July 2013?
3. Would you please confirm that you were a member of HDHB Oral Hearing Removal Panel held on 20th and 21st August 2013?

Decision

Following review of your correspondence, Hywel Dda University Health Board (UHB) has made the decision to refuse some of your requests for information. The UHB's reasons are provided in bullet point form below; the remainder of your requests will be answered at the end of this letter.

- 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 (some of) the requests are not valid requests for information and therefore not admissible under FOIA.
- The UHB considers (many of) the requests 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:

FOI/3173/20

4. The UHB confirms it does not have a Semantic Enterprise Vault. Documents are stored securely on drives within the UHB's enterprise storage system.

5. The UHB no longer holds a copy of the anonymised correspondence log, as this was destroyed in accordance with Retention and Destruction of Records Policy (including Health Records). The correspondence log was formed in response to a subject access request, for which the UHB's policy has a retention period of 3 years.
6. As advised on question 4, the UHB does not have a Semantic Enterprise Vault.

FOI/3184/20

1. The UHB confirms the Directorate was Corporate Governance.
2. The UHB confirms the head of the directorate was JW, Assistant Director of Corporate Services.
3. The UHB confirms the information has changed. Under the Organisational Change Policy (OCP) the Information Governance (IG) function transferred to the Informatics Division, which forms part of the wider Planning, Performance & Commissioning Directorate.

FOI/3200/20

1. The UHB confirms COBWEB is a continence budget management system.
2. The UHB confirms no money has been paid to COBWEB for the period requested.
3. The UHB confirms no money has been paid to COBWEB for the period requested.
4. The UHB confirms patients and healthcare professionals use the telephone number provided to place orders.
5. The UHB confirms that orders are generated electronically using the COBWEB system and stored on the patient database for each individual patient. The hard copy is the patient prescription which is sent to the patient's preferred supplier.

FOI/3258/20

1. The UHB confirms it is developing a new website. As part of Foundation of Welsh Government 'NHS Wales Digital Platform Strategy', a study of websites in NHS Wales was conducted, which found websites to be content heavy, digitally inaccessible and of no standard design. A new platform was sought by Welsh Government, which delivered a user focused digital experience, keeping the NHS Wales Family look and feel.

Following the rollout of the new platform to Health Boards in spring to summer 2019, the UHB has undertaken the task of reviewing, editing and transferring of appropriate and up to date content onto the new web content management system (MURA). This new platform offers better functionality as well as compatibility for mobile devices. The UHB continues to transfer information and hopes to conclude this in September 2020, offering a better patient centred user experience.

4. The UHB confirms that within the Information Governance Team, responsibilities and tasks are assigned to different Managers/Officers. Subject Access Requests (SAR) sit within Sarah Bevan's remit; therefore, the enquiry was forwarded to her for processing according to our corporate procedure.

FOI/3285/20

3. The UHB confirms this is the correct procedure followed for each Freedom of Information response sent.
4. The UHB confirms the difference is the saving preference of the officer preparing the response.
5. The UHB confirms it is the Executive Director with responsibility for the area of the request who approves the response.

FOI/3324/20

2. The UHB confirms your understanding is correct.
3. The UHB confirms all FOI requests are received and processed in accordance with the Freedom of Information Act 2000. Given the current Covid-19 situation, if there is a delay with our responses, the requestor will be advised accordingly.