

## Application Form

Name.....

Address .....

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Post Code.....

Tel no .....

### Information requested

(please give as much detail as possible)

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### Return this slip to :

Head of Corporate Development &  
Assistant Chief Executive

The Pennine Acute Hospitals NHS Trust  
Trust Headquarters  
North Manchester General Hospital  
Manchester M8 5RB

Fax: 0161 604 5470

Ref: 0396-PI(G)

## How do I get information not published on the web site?

You must make your request in writing, which includes email. The request must include your name and address so that we can contact you. You do not need to tell us why you want the information, however you must give us enough detail about the information you require to allow us to correctly identify and find it. If we require a fee we shall inform you of this once we have received your request. We have 20 working days to send you the information you have requested.

Write to the Head of Corporate Development & Assistant Chief Executive using the application form attached.

You may fax your application to the Head of Corporate Development & Assistant Chief Executive on 0161 604 5470 or you can email your request to [foi.trust@pat.nhs.uk](mailto:foi.trust@pat.nhs.uk)

## Complaints and appeals

Any complaints about our handling of your request or about our Publication Scheme should in the first instance be addressed to:

Head of Corporate Development &  
Assistant Chief Executive  
The Pennine Acute Hospitals NHS Trust  
Trust Headquarters  
North Manchester General Hospital  
Manchester M8 5RB

You are also free to contact the Government Department with responsibility for ensuring organisations comply with the Freedom of Information Act:

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Helpline: 01625 54 57 45

[www.ico.gov.uk](http://www.ico.gov.uk)

## Useful web sites

[www.pat.nhs.uk](http://www.pat.nhs.uk)

[www.justice.gov.uk](http://www.justice.gov.uk)

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[www.pat.nhs.uk](http://www.pat.nhs.uk)

## An Introduction to the Freedom of Information Act 2000



“The Pennine Acute Hospitals NHS Trust is committed to being an open and transparent organisation.

We welcome the  
Freedom of Information Act”

A guide for you and your relatives



## Freedom of Information Act 2000

### What is the Freedom of Information Act?

It is a law passed by the Government that gives you the right to request information from public services. The aim of the Act is to promote trust and confidence in our public services, including the NHS, by providing clear information and being open about what we do.

### What information can I obtain?

You will be able to obtain information about the business processes of the Trust. We are making the majority of the corporate information we produce available through our Publication Scheme, which is on our website at [www.pat.nhs.uk](http://www.pat.nhs.uk) This Scheme contains a guide to the types of information we regularly publish or intend to publish in the near future.

You may request any information held by the Trust, subject to certain exemptions listed in the Act.

### What types of information are being made available?

The Act refers to "classes" of information, and a class is the information available on particular subjects such as employment policies and procedures, the range of services we provide and how we deliver them. The Publication Scheme on our web site [www.pat.nhs.uk](http://www.pat.nhs.uk) is divided into classes to make it easier to navigate and, where possible, will direct people straight to the information.

### Can I get information about myself or other patients?

The Freedom of Information Act does not change the legal right of patients to protection of their patient confidentiality. Maintaining this right of confidentiality is an important commitment for all NHS organisations. To help with this, all Trusts have appointed a Director with special responsibility to ensure the protection of patient confidentiality throughout each Trust in accordance with patient legal rights.

You may obtain access to your own health records under the Data Protection Act 1998 and Access to Health Records Act 1990.

### Will I be able to get all of the Trust's information?

The right to obtain information may be limited by some exemptions, which are listed within the Act. The effect of the exemptions is that we may not be able to supply all or part of the information requested. If possible we will supply the information requested with the exempt information removed.

### Is there a charge for information supplied?

Ordinarily we will charge no fee for documents contained within our Publication Scheme, unless the supply of information requires us to carry out significant amounts of work or photocopying. Requests for information not contained within the Publication Scheme will be managed in accordance with the fees regulations issued by the Government.

### I don't have access to the internet, can I still get copies of the information published on the Trust's web site?

The Publication Scheme on our web site [www.pat.nhs.uk](http://www.pat.nhs.uk) is expected to be the first port of call for anyone wanting information about the Trust. However, arrangements will be made for paper copies to be sent to people who do not have access to the Internet.

### Our service

If you have any comments about the service we have provided then please:

Speak directly to the ward staff and try to resolve the issue locally first.

Or if needed, contact the Patient Advice and Liaison Service:

Fairfield	0161 778 2455
North Manchester	0161 720 2707
Royal Oldham	0161 627 8678
Rochdale Hospitals	01706 517354

**If English is not your first language and you need help, please contact the Ethnic Health Team on 0161 627 8770**

اگر انگلش آپکی مادری زبان نہیں ہے اور آپ بات چیت کرنے میں دقت محسوس کرتے ہیں تو مدد کیلئے آپ اسٹھنک ہیلتھ ٹیم سے نیچے دیئے ہوئے نمبر پر رابطہ کریں۔

0161 627 8770

若英語並非閣下的第一語言和需要幫忙的話，請致電 0161 627 8770 聯絡少數民族健康組。

ইংরেজী যদি আপনার মাতৃভাষা না হয় অথবা ইংরেজী বলতে ও বুঝতে আপনার অস্বীকৃতি হয় তাহলে এথনিক হেলথ টিমের সাথে নীচের টেলিফোন নাম্বারে যোগাযোগ করুন।

0161 627 8770

જો અંગ્રેજી આપની પહેલી ભાષા ન હોય અને આપને મદદની જરૂર હોય તો મહેરબાની કરીને અથનિક હેલ્થ ટીમનો ફોન નંબર ૦૧૬૧-૬૨૭૦૦ નંબર પર સંપર્ક કરો.

Jesteli angleški nje jeel twom piawwym jazykiem i potrzebujesz pomocy proszę skontaktować się z zespołem Ethnic Health pod numerem telefonu 0161 627 8770.