



Information Governance

# Freedom of Information Act

# What does the Freedom of Information Act do?

The Freedom of Information (FOI) Act (2000) gives everyone the right to request information from public authorities, including Oxford Health NHS Foundation Trust.

The FOI Act became effective from 1 January 2005 and means that the public can ask for information to understand how the trust works, how we spend public money and how and why we make our decisions.

## Where else can I get information?

The Data Protection Act (1998) gives individuals access to their own personal information, among other things. This is how you can access your health record or employee record.

The Environmental Information Regulations (2004) (EIRs) give people access to environmental information. EIRs apply to environmental information held by organisations that perform functions of a public nature.

## How do I get information about Oxford Health NHS Foundation Trust under the FOI Act?

If you have access to the internet you can get information in the following ways:

- by going to the trust website at [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)
- requesting information by emailing [mark.underwood@oxfordhealth.nhs.uk](mailto:mark.underwood@oxfordhealth.nhs.uk)

Or you can write to us with your request:

Mark Underwood  
Littlemore Mental Health Centre  
Sandford Road  
Littlemore  
Oxford  
OX4 4XN

## How long does it take to get information?

In most cases the trust must respond to your request within 20 working days. If we are unable to, we will explain why and let you know when you will receive a response.

The timescale can be extended if a qualified exemption applies and we need to consider the public interest or if we are awaiting payment of a fee from you.

We might need to contact you in order to clarify exactly what information you are interested in. It will help us to process your request if you can be as specific as possible about what information you want.

Please make sure you provide us with your name and address and a contact telephone number so that we can respond as quickly as possible.

## Is there a cost for getting information?

Small charges for the costs of photocopying, printing and postage may be made but the trust is not obliged to respond to requests that cost more than £450 or take longer than 18 hours to process.

If the cost is greater than £450 and you agree to pay these costs, the trust will normally provide you with the information once the fee has been paid.

## What happens if the information I want is not available?

The FOI Act does not require us to gather information that is not already there. However, we are required to assist you with your request.

We will contact you and tell you what information we do hold that might help to answer your query or suggest another public authority who may hold the information you are looking for.

## What if I am refused information?

We will tell you if information is being withheld and why. We will also tell you who you should contact to request an internal review if you are not happy with our decision.

If you are still not satisfied after the internal review you can request a review by the information commissioner. Please contact us first if you are not happy with our response and tell us why you believe that we have not complied with your request.

## Where can I get more information about the FOI Act?

You can get more information about FOI from the trust website:

[www.oxfordhealth.nhs.uk/about-us/governance/freedom-of-information/](http://www.oxfordhealth.nhs.uk/about-us/governance/freedom-of-information/)

You can get even more information about FOI from the Office of the Information Commissioner.

Website: [www.ico.org.uk](http://www.ico.org.uk)

Telephone: 01625 545 700

Email: [mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk)

Post: Information Commissioner

Wycliffe House

Water Lane

Wilmslow

CESHIRE

SK9 5AF

## Contact us

Head of Information Governance  
The White Building  
Littlemore Mental Health Centre  
Sandford Road  
Oxford  
OX4 4XN

Tel: 01865 902 554

Email: [mark.underwood@oxfordhealth.nhs.uk](mailto:mark.underwood@oxfordhealth.nhs.uk)

If you need the information in another language or format please ask us

Nëse ky informacion ju nevojitet në një gjuhë apo format tjetër, ju lutem na kontaktoni

আপনি যদি এই তথ্যাদি অন্য কোন ভাষায় বা মাধ্যমে (ফরম্যাট) পেতে চান তবে দয়া করে আমাদেরকে বলুন

ਜੇ ਅਸਨੇ ਆ ਭਾਸ਼ਿਨੀ ਪੀਠੇ ਭਾਸ਼ਾਮਾਂ ਅਥਵਾ ਪੀਠੇ ਆਕਾਰਮਾਂ ਚੀਠੇ, ਨੀ ਕ੍ਰਿਪਾ ਕਰੀਨੇ ਅਸਨੇ ਪੁਛੀ ਯਦਿ ਆਪਕੀ ਯਹ ਜਾਨਕਾਰੀ ਕਿਸੀ ਦੂਸਰੀ ਭਾਸ਼ਾ ਯਾ ਆਕਾਰ ਮੈਂ ਚਾਹਿਏ ਹੀ ਤੀ ਕ੍ਰਿਪਯਾ ਹਸ ਸੇ ਸੂਠੇਂ

若您需要本信息的另一种语言或格式的版本，请与我们联系

ਨੇਵਰ ਤੁਹਾਨੂੰ ਚਿੱਠ ਜਾਨਕਾਰੀ ਕਿਸੀ ਦੂਸਰੀ ਭਾਸ਼ਾ ਜਾਂ ਆਕਾਰ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰ ਕੇ ਸਾਨੂੰ ਪੁਛੋ

اگر آپ کو یہ معلومات کسی دوسری زبان میں یا کسی دوسرے طریقے سے درکار ہیں تو براہ کرم ہمیں سہ سے پوچھیں۔۔۔

### Oxford Health NHS Foundation Trust

Switchboard 01865 901 000

Email [enquiries@oxfordhealth.nhs.uk](mailto:enquiries@oxfordhealth.nhs.uk)

Website [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)