

Ref: FOI/GS/ID 8845

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net
www.mtw.nhs.uk

30 January 2024

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to FOI requests.

You asked: All questions are shown as received by the Trust.

"In regards to the past 12 months or past calendar year:

- 1. How many FOI requests have you received in your organisation?*
- 2. How many of these requests have not been completed within the 20 working day timescale?*
- 3. How many staff log/process FOI requests?*
- 4. What system is used to log and record Freedom of Information Requests?
e.g. Ulysses, Excel*
- 5. Please provide the reasons that these requests were not completed within 20 working day timescale? E.g. lack of engagement, delay from departments who have the information, availability of staff, delay in approval process.*
- 6. Do all staff in your organisation have training on what a Freedom of Information Request is?*
- 7. Have you implemented any changes to improve the Freedom of Information Request response rate within your organisation? E.g. staff awareness, invested in better systems, hired more employees.*
- 8. If you have any other comments about responding to FOI requests or completing the requests within 20 working days, please write them here."*

Trust response:

Data is for the 2023 calendar year.

1. 849
2. 424
3. 1 WTE
4. Excel
5. Delay from departments holding the information.
6. Yes as part of the IG mandatory training.

7. Increased staff awareness.
8. No additional comments.