

MIDDLEWOOD LEAFLET FOR THE FREEDOM OF INFORMATION ACT

This Leaflet explains how to make a Freedom of Information request (“FOI request”) and Middlewood’s obligations.

1. HOW TO MAKE AN FOI REQUEST

Anyone can make an FOI request. You do not have to be a patient of Middlewood. Before you consider making an FOI request, check that the information you wish to receive is not already available in the public domain, including Middlewood’s own website.

2. WHAT SHOULD YOU INCLUDE IN AN FOI REQUEST?

If you follow these three rules, you will increase your chances of receiving the requested information:

- Your real name – Middlewood may reject your request if they cannot confirm your identity.
- Contact details – include either your postal or email address so Middlewood can send you the information.
- Provide a clear and precise description of the information – generalised requests risk being rejected as it would cost too much to produce.

3. MEDICAL RECORDS

You cannot ask Middlewood to release your personal data under an FOI request. If you wish to have a copy of your medical records, contact the practice and ask to make a subject access request.

4. WHAT MIDDLEWOOD MUST DO

Your FOI request will be reviewed by a senior Middlewood staff member. They will do one of the following:

- Arrange for the information to be gathered and supplied to you;
- Contact you to discuss focusing your request;
- Write to you to explain why your request has been refused;
- Redirect you to the organisation who has the information; or
- Inform you that Middlewood needs more time due to the nature of the request.

Whatever decision is made, Middlewood will contact you within 20 working days.

5. HOW TO MAKE A COMPLAINT

If you are not happy with Middlewood’s decision, contact the Practice Manager and request an internal review in the first instance.

If you remain unsatisfied with the decision made by Middlewood and the subsequent internal review, you can complain to the Information Commissioner’s Office at www.ico.org.uk.

PLEASE REMEMBER

You cannot make a FOI request for your personal data. Speak to our team about making a subject access request for your personal data.