

NHSBT Freedom of Information

Access to Information

Information about your personal treatment and care will normally be something you will discuss with the healthcare professionals with whom you come into contact. However there may be other issues where you would like further information; and in this part of our website we explain how you can get such information.

Subject Access Requests under the Data Protection Act 1998

If you want to ask us for information which we may hold about you personally then this will be dealt with under the Data Protection Act 1998. This would include information relating to health records, employment and training records – anything which is limited to you as a person whether as a patient, employee or partner of any kind.

If you wish to make a Subject Access Request you should write to Customer Services at:

NHS Blood and Transplant,
C/o Customer Services Department,
Oak House
Reed Crescent
Watford
Hertfordshire WD24 4QN
E-mail: customer.services@nhsbt.nhs.uk

Please specify the kind of information you wish to be made available to you and enclosing proof of identity – a formal document or bill with your name and address on it or your driving licence or passport. If you are requesting a copy of your medical records you must also enclose a cheque for £50.00 or £10.00 for any other kind of information personal to you.

Under the Data Protection Act 1998 we have 40 working days to provide the information you ask for.

Freedom of Information Act 2000.

Publication Scheme

In order to comply with the Freedom of Information Act 2000 public sector organisations such as ours have to routinely publish information whenever possible.

The Information Commissioner, who is responsible for monitoring and enforcing compliance with the Freedom of Information Act 2000, has drawn up what is called a Model Publication Scheme for all public sector organisations which we have decided to adopt and formally commit to. http://www.ico.org.uk/for_organisations/freedom_of_information/guide/~media/documents/library/Freedom_of_Information/Detailed_specialist_guides/model-publication-scheme.pdf

In addition to the Publication Scheme, to comply with the Government's new transparency requirements we will publish the following information:

[Annual Review and Accounts](#)
[Board Expenses](#)
[Salaries and Organograms](#)
[Spend over £25,000](#)
[ICT contracts over £10,000](#)
[Better Payment Practice Code compliance](#)
[Tender Opportunities](#)

Accessing information which is not included in the Publication Scheme.

As an open and transparent organisation we are committed to routinely publishing as much information as possible; however if you want information which is not on our website you may ask us for it in accordance with further provisions of the Freedom of Information Act 2000 and of the Environmental Information Regulations 2005. Requests for such information should be sent to:

Freedom of Information
NHS Blood and Transplant
C/o Customer Services Department
Oak House
Reed Crescent
Watford
Hertfordshire WD24 4QN
E-mail: Foi@nhsbt.nhs.uk

By law we have to deal with such requests within 20 working days.

If you are dissatisfied with the outcome of NHSBT's consideration of your request, you have the right to complain.

You can try to resolve the matter internally with NHSBT. Any review will normally be under the control and direction of a senior member of staff who had no involvement in the original decision process.

If you remain dissatisfied at the conclusion of any review you can complain to the Information Commissioner's Office.

<http://www.ico.org.uk/complaints/getting>

Fees and Charges.

The Freedom of Information Act 2000 and the associated Fees Regulations stipulate that we cannot levy a fee for information unless there is a statutory basis for doing so or the amount of time taken to locate the information exceeds 18 hours. However we are allowed to charge for disbursements related to the provision of information and any reformatting requested by the applicant provided we ensure that applicants are aware of any charges which may be made.

No charges will be made for any information accessed via our website. For any information which is provided in hard copy and where there is no statutory provision for charges our rates for photocopying, reformatting and postage will be applied.

If you want any further information about the provision of information or have any difficulty accessing information provided on our website please contact

Freedom of Information
NHS Blood and Transplant
C/o Customer Services Department
Oak House
Reed Crescent
Watford
Hertfordshire WD24 4QN
E-mail: Foi@nhsbt.nhs.uk
