

## Freedom of Information Request

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**Reference Number:** EPUT.FOI.23.3102  
**Date Received:** 22 August 2023

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### Information Requested:

Please may you provide me with?

1. Full spend on communications (all types)

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|---------|---------|
| 2021/22 | £12.6K  |
| 2022/23 | £336.00 |
| 2023/24 | £0      |

2. Spend on physical leaflets and posters by:

- i. Communications Department
- ii. Patient Experience / Information

|         |        |
|---------|--------|
| 2021/22 | £10.3K |
| 2022/23 | £0     |
| 2023/24 | £0     |

3. Spend on agencies by name for design and copy of trust materials.

The Trust believes that the agency name is of commercial interest and may prejudice either the supplier or the Trust. The Trust is therefore applying Section 43 of the Act (Commercial Interests):

|         |        |
|---------|--------|
| 2021/22 | £29.4k |
| 2022/23 | £5.1k  |
| 2023/24 | £2.1k  |

4. Spend on digital screens broken into three categories:

- i. Cost of purchasing / leasing

Note: The Trust does not have a digital signage solution in place, all screens used are standard TV's that display clinical dashboards or standard PC monitors.

2021/22:

Monitors - approx. £30k

TV's - approx. £1,000

2022/23:

Monitors – approx. £80k

TV's –approx. £1,500

2023/24:

Monitors – approx. £50k

TV's – approx. £500

- ii. Cost of ongoing maintenance / management

There are no maintenance agreements in place screens are purchased as consumables with manufacture warranty as part of the price.

- iii. Cost of producing the design and copy of any content that is played on the screens

Clinical dashboard Development is undertaken in-house.

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5. The trusts wayfinding strategy. –

Essex Partnership University Trust does not have a Wayfinding Strategy within our current repository of Strategies & Frameworks

6. Number of missed appointments by type and location.

NB – Requestor clarified that “a missed appointment would be one that has been unable to take place as the patient was unable to find the clinic”

There is no specific option for recording if patients missed their appointments due to not being able to find the clinic. The Trust is unable to provide the information requested as it would require a manual trawl and would exceed the time and cost limits, as set out in the Act. The Trust is therefore applying Section 12 of the Act (where cost of compliance exceeds appropriate limit).

7. Number of appointments that were cancelled to lack of wayfinding (E.g. patient unable to be able to find the location of their appointment).

See response to 6 above

8. Number of complaints associated to poor wayfinding.

We need this for the financial years ending:

March 2024 (Y2D) 0

March 2023 0

March 2022 0

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## Applied Exemptions

### Section 12 (Exemption where cost of compliance exceeds appropriate limit):

- (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.
- (2) Subsection (1) does not exempt the public authority from its obligation to comply with paragraph (a) of section 1(1) unless the estimated cost of complying with that paragraph alone would exceed the appropriate limit.
- (3) In subsections (1) and (2) “the appropriate limit” means such amount as may be prescribed, and different amounts may be prescribed in relation to different cases.
- (4) The Secretary of State may by regulations provide that, in such circumstances as may be prescribed, where two or more requests for information are made to a public authority—
  - (a) by one person, or

- (b) by different persons who appear to the public authority to be acting in concert or in pursuance of a campaign, the estimated cost of complying with any of the requests is to be taken to be the estimated total cost of complying with all of them.
  
- (5) The Secretary of State may by regulations make provision for the purposes of this section as to the costs to be estimated and as to the manner in which they are to be estimated

**Section 43 (Commercial Interests):**

- (1) Information is exempt information if it constitutes a trade secret
- (2) Information is exempt information if its disclosure under this Act would, or would be likely to; prejudice the commercial interests of any person (including the public authority holding it)
- (3) The duty to confirm or deny does not arise if, or to the extent that, compliance with section 1(1)(a) would, or would be likely to, prejudice the interests mentioned in subsection (2)

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**Publication Scheme:**

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organization. EPUT's Publication Scheme is located on its Website at the following link <https://eput.nhs.uk>