



Ref: 0653

**Request: 22/02/2010**

Received:

Query:

I would like to know how many reports made by ambulance staff have there been regarding Mobile Data Terminals malfunctioning; over the past 12 months.

**Response:**

Responded: 22/02/2010

Dear

Thank you for your request for information, placed under the Freedom of Information Act (2000) (FOIA).

Having responded to a similar request most recently, I am in a position to offer you an immediate response.

I am advised by our Safety & Risk department that our practice is to record all non-specific equipment faults together, which means that the only way we could identify the information you seek would be to examine every incident report record individually. I am further advised by my colleagues that to their recollection, there have been relatively few reports of incidents of this nature. As there are many thousands of incident reports covering the period in question, I am sure you will appreciate that it would take some considerable effort to identify the material you seek. I estimate that the time which would be taken in determining whether the above information is held, locating and retrieving the material containing that information and extracting any relevant information would take more than 18 hours (the 'appropriate limit' as defined by the FOIA). Formally then, relying on Section 12 of the Act, your request for access under the FOIA is refused by the Trust.

I am sorry to provide you with what I imagine will be a disappointing response. I am however obliged to advise you that if you are dissatisfied with the Trust's response to your request you have a right to complain to the Trust and should set out your concerns to Mr Peter Suter, Director of Information Management & Technology, London Ambulance Service NHS Trust, 220 Waterloo Road, London SE1 8SD. If you then still remain dissatisfied, you have a right under



Section 50 of the FOIA to seek a determination from the Information Commissioner on whether the Act has been properly applied by the Trust. For more information, please see [www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely  
Gary Bassett  
Head of Patient Experiences  
London Ambulance Service NHS Trust

### **Furthur reponse**

**Responded:** 04/03/2010

Dear

I write in relation to your request for information, placed under the Freedom of Information Act (2000) (FOIA), in relation to the number of reports made by ambulance staff concerning the malfunction of Mobile Data Terminals over the past 12 months.

Following my initial response and your subsequent approach to Mr Peter Suter, Director of Information Management and Technology and who has lead responsibility for the Trust's management of FOIA, I have reviewed our position. I should like to apologise that I had misunderstood the effort that would be required to obtain this information, which was based on an erroneous interpretation of the advice I had received in relation to a similar recent request placed under FOIA auspices.

I am pleased to confirm that between 1 January - 31 December 2009 we received 5 reports of this nature from ambulance staff using our 'incident report' procedure. Please note that this does not include occasions where staff may have contacted our Communications & Technical Services workshop directly, outwith the incident reporting procedure.

I do hope this information will be of assistance but please feel welcome to contact me if you have any further queries relating to this matter. This naturally does not affect your right to pursue the recourse opportunity as described in my initial response to you of 22 February, should you remain dissatisfied.

In closing, may I once again apologise for the inadvertent but inappropriate position outlined in my original response to your request.

Yours sincerely