

Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

**Ref:** FOI-012025-0001348

**Date:** 20.2.25

**Address / Email:**

Dear

**Request Under Freedom of Information Act 2000**

Thank you for requesting information under the Freedom of Information Act 2000.

Request

Please would you provide me with the name and email address of the person who manages Patients Services, this might be the Health Records Manager, the Information Governance Manager or a Patient Services Manager or Records Services Manager.

The areas that could fall within Patient Services are as follows:

- Health Records
- Data Quality
- Inpatient and Outpatient Booking
- Ward Clerks
- Receptionists
- Information Governance
- Disclosure Office/Subject Access Requests

This request for information is to enable me to promote an educational offer from the Institute of Health Records and Information (IHRIM) to the staff working in these areas. We would also like to engage with the managers and speak to them about professionalism and standards.

Response

Data Quality/Informatics: [dgoh.informationdept@nhs.net](mailto:dgoh.informationdept@nhs.net)

Information Governance : [dgft.info.gov@nhs.net](mailto:dgft.info.gov@nhs.net)

General e-mail address for Learning and Development Team : [dgft.learning@nhs.net](mailto:dgft.learning@nhs.net)

Access to Health Records [dgft.accessteam@nhs.net](mailto:dgft.accessteam@nhs.net)

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager

Trust Headquarters

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Email: [dgft.dpo@nhs.net](mailto:dgft.dpo@nhs.net)

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team**  
**The Dudley Group NHS Foundation Trust**