

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

Ref: FOI-000340

Date: 6/10/23

Address / Email:

Dear

Request Under Freedom of Information Act 2000

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

Request

We are academic researchers and interested in e-mail utilisation within the NHS.

We believe that your Trust's primary e-mail system should have the following data available via a simple IT department query which should be processable within the relevant FOI guidelines.

Over the one-year period from **1st September 2022 until 31st August 2023** please provide the following details from the primary IT system for Trust e-mail for the following groups:

- 1) **Consultants** – please break down results by clinical speciality.
- 2) **Managers** – please include Operational Service Managers and Deputy Operational Service Managers in this category, along with any equivalent roles/grades in your organisation.

For each group (i.e. for each clinical speciality, and for Managers), please provide the following aggregated data items:

- Total number of individuals in the group
- Male/Female proportion within the group
- Total number of e-mails received
- Total number of e-mails sent
- Total number of internal vs external e-mails received
- Total number of internal vs external e-mails sent
- Mean number of e-mails received in that speciality/group [i.e. by any individual]
- Mean number of e-mails sent in that speciality/group
- Standard deviation of e-mails received in that speciality/group
- Standard deviation of e-mails sent in that speciality/group
- Median number of e-mails received in that speciality/group
- Median number of e-mails sent in that speciality/group
- Maximum number of e-mails received by any individual in that speciality/group
- Maximum number of e-mails sent by any individual in that speciality/group
- Minimum number of e-mails received by any individual in that speciality/group
- Minimum number of e-mails sent by any individual in that speciality/group

Please provide the data by return email in the form of an anonymised electronic spreadsheet. If there are a small number of individuals (e.g. <5) in any specific group (e.g. one clinical specialty), please only provide summary data for that group to avoid any risk of de-anonymisation.

For avoidance of doubt, we are interested in summary data on organisational e-mail utilisation only and are not seeking any personal or sensitive information about staff (such as details of the content of emails or individual email statistics).

Response

We are unable to provide the information requested. The Dudley Group NHS Foundation Trust's (DGFT) uses NHS Mail which is a collaboration service approved and owned by NHS England. It is managed by a third-party organisation called Accenture on behalf of NHS England and we therefore we do not have access to the statistics you have requested.

For further information on NHS Mail, please visit NHS England's website here - [NHS England » NHS mail](#)

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
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: 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

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

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust