

Trust Headquarters
Russells Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-092025-0001886

Date: 30 September 2025

Address / Email:

Dear

Request Under Freedom of Information Act 2000

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

Request

I am writing under the Freedom of Information Act 2000 to request the following information, for time frame 1/1/2020 – 1/1/2025. If possible, please provide the information broken down by month. If monthly figures are not available, an annual total would be acceptable.

- The number of visits (or page views) to the following webpage:
<https://www.bcpathology.org.uk/>
- Does the pathology department undertake an annual user survey?
 - If yes, how many responses in the pathology user survey relate to the pathology handbook/website?
 - Where possible, are you able to share (anonymously) any written comments about the pathology handbook/website?
 - How many responses relate to communication of test requests or results?
 - Where possible, are you able to share (anonymously) any written comments about communication between the laboratory and service users?

Response

The Black Country Pathology Services (BCPS) Partnership integrates pathology services and is based at The Royal Wolverhampton NHS Trust (RWT) for Sandwell West Birmingham Hospitals NHS Trust (SWBH), The Dudley Group NHS Foundation Trust (DGH) and Walsall Healthcare NHS Trust (WHT). The Black Country Pathology Service is hosted by RWT on behalf of the Partnership. Therefore, please can you forward your request to The Royal Wolverhampton NHS Trust rwht.FOI@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
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