

1 July 2024

IC-314021-Z8B5

Request

You asked us:

Since the 27th April 2023 an email request to Guy's and St Thomas' NHS Foundation Trust for information under the FOI Act has generated the following automated reply:

"Thank you for your information request. We are experiencing extremely high volumes of requests at this time and this may result in delays in processing your application in accordance with statutory timelines. The Information Commissioner's Office is aware of these circumstances. Please be assured we will endeavour to process your application in the shortest time possible."

Please provide any communication from and to Guy's and St. Thomas' NHS Foundation Trust relating to this matter.

We received your request on 19 June 2024.

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

Our response

We do not hold any information within the scope of your request.

I have checked with our FOI complaints team and they have not been involved in any engagement or monitoring with Guy's and St. Thomas' NHS Foundation Trust regarding a backlog of FOI requests or concerns with compliance. I have also checked the case files for individual FOI complaints involving complaints under

s.10 FOIA (late response) and found no discussions about any backlog or overall concerns about compliance with the FOIA.

It is also worth noting that we have not received large volumes of complaints about late FOI responses by Guy's and St. Thomas' NHS Foundation Trust over the course of the past year. You can find more information about the FOI complaints that we have handled on our website [here](#).

We would also stress that Public Authorities often contact the ICO for informal advice over the phone and we do not record these conversations or keep notes of them. It is possible therefore that Guy's and St. Thomas' NHS Foundation Trust may have raised this issue with us in such a manner and we have provided informal advice without the need to progress the matter any further.

This concludes our response.

Next steps

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full [review procedure](#) on our website.

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint](#) through our website.

Your information

Our [privacy notice](#) explains what we do with the personal data you provide to us, and sets out [your rights](#). Our [Retention and Disposal Policy](#) details how long we keep information.

Yours sincerely

ico.

Information Commissioner's Office

ico.

Information Commissioner's Office

Information Access Team
Strategic Planning and Transformation
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