

Omega House
112 Southampton Road
Eastleigh
Hampshire
SO50 5PB

5 May 2021

Our ref: 8260

hsiccg.patientexperienceservice@nhs.net

Private and Confidential
Mr P Austen-Jones

By email: philandrachaj@gmail.com

Dear Mr Austen-Jones

Thank you for your open letter of 21 March 2021, following my letter of 18 March 2021 and in reference to my letter of 8 November 2019. In your letter, you formally request the evidence for the statement made in my response:

As the Senior Information Risk Officer for West Hampshire CCG I have sought definitive information from the PHSO, that show conclusively that West Hampshire CCG provided a full copy of Mrs Austen-Jones's complaint records to the PHSO and that no redactions or alterations to the records had been made.

West Hampshire CCG consider that we have previously addressed your concerns in this regard having provided you with my letter of 8 November 2019 a copy of the electronic file, received from Michael Avery, Freedom of Information/Data Protection Officer, PHSO attached again for your reference. The password for the file is Sunshine97.

This file, received from the PHSO, is confirmed by the Ombudsman as a scanned copy of the paper file posted Special Delivery by WHCCG on 25 September 2018 and, as stated by the Ombudsman, is also the same electronic file which was sent by the PHSO to you on 17 December 2018 in response to your subject access request.

On examination of the file, no redactions or alterations to the documents contained within can be found on comparison with the examples you have provided, evidencing that the changes did not originate from the CCG.

Furthermore, your Subject Access Request to West Hampshire CCG of 17 January 2021 included the covering email of 25 September 2019 from Michael Avery, Freedom of Information/Data Protection Officer, PHSO to which the file was originally attached. This information was sent in response to Hayley Matthews, Information Governance Manager request of 23 September 2019 to clarify conclusively on behalf of the CCG Directors the state of the records received.

If you have any further concerns, you may wish to contact the Information Commissioner's Office. Further information can be found at <https://ico.org.uk/>

Please note that from 1 April 2021, the six NHS Clinical Commissioning Groups in Hampshire, Southampton and Isle of Wight merged to become one organisation. Any future communication with the CCG should be made to hsiccg.patientexperienceservice@nhs.net

Yours sincerely

A handwritten signature in black ink, appearing to read 'M Fulford', with a stylized, cursive script.

Mr Mike Fulford

Director of Finance

Hampshire, Southampton and the Isle of Wight Clinical Commissioning Group

Hampshire and the Isle of Wight Integrated Care System