

29 April 2021

Information Rights & Compliance Team
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Our Ref: FOI/03950

Thank you for your request concerning Lost Patient Data and Complaints.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

1. The number of times patient data has been lost within the system for the calendar years of 2020 and 2019.

This information is already in the public domain¹. Please follow this [link](#) to our Annual Reports where data breaches are reported on under the Information Governance section.

We have applied S22 to our 2020/2021 Annual Report as this will be published once ratified at our AGM².

2. How many customer complaints were logged in the calendar years of 2020 and 2019 due to data or information being lost.

After checking with our Experience Team, I can confirm there were no complaints received due to data or information loss in the above years.

3. Confirmation that a digital front door or personal health record systems has been implemented in the Trust

No we do not have a patient portal at current time.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

Sue Smith
Information Rights Officer

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).



¹ Section 21 – Information is accessible through other means

² Section 22 – Information intended for future publication