

15 November 2023

Information Rights & Compliance Team
99 Waverley Road
St Albans
Hertfordshire
AL3 5TL

Tel: 01727 804227
Email: Hpft.foi@nhs.net

Our Ref: FOI/04879

Thank you for your request concerning number of emails.

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

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:

1. **Total number of individuals in the group**
2. **Male/Female proportion within the group**

Staff Group	Male	Female
Consultants	60	62
Managers	166	436

3. **Total number of e-mails received**
4. **Total number of e-mails sent**
5. **Total number of internal vs external e-mails received**
6. **Total number of internal vs external e-mails sent**
7. **Mean number of e-mails received in that speciality/group [i.e. by any individual]**
8. **Mean number of e-mails sent in that speciality/group**
9. **Standard deviation of e-mails received in that speciality/group**
10. **Standard deviation of e-mails sent in that speciality/group**
11. **Median number of e-mails received in that speciality/group**
12. **Median number of e-mails sent in that speciality/group**
13. **Maximum number of e-mails received by any individual in that speciality/group**
14. **Maximum number of e-mails sent by any individual in that speciality/group**
15. **Minimum number of e-mails received by any individual in that speciality/group**



16. Minimum number of e-mails sent by any individual in that specialty/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).

It is not possible to provide you with the information requested under question 3 to 16. We use NHS Mail, which is administered by NHS Digital and we do not have access to detailed statistics about user activity. In addition, NHS Mail does not identify users by professional discipline.

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](#).

