

16 April 2018

Wellington House
133-155 Waterloo Road
London SE1 8UG

██████████
By email
████████████████████

T: 020 3747 0000
E: nhsi.enquiries@nhs.net
W: improvement.nhs.uk

Dear ██████████,

Request under the Freedom of Information Act 2000 (the “FOI Act”)

We refer to your email of **20 March 2018** in which you requested information under the FOI Act from NHS Improvement.

Your request

You made the following request:

“I would like to request copies of these x2 KPMG reports prepared for NHSI

“Deliverable A” – the “Cultural assessment report and future culture design and map”

And

“Deliverable D” – the “Culture change implementation approach and plan” main report

You clarified this request on 29 March 2018 by referring to earlier correspondence with NHS Improvement from January 2018 in response to your previous request for information.

Decision

NHS Improvement does not hold the information you have requested. KPMG were never asked to produce a report, so no formal recommendations were made. Instead they provided technical knowledge, giving options to deliver an integrated structure of the (then) new organisation.

Review rights

If you consider that your request for information has not been properly handled or if you are otherwise dissatisfied with the outcome of your request, you can try to resolve this informally with the person who dealt with your request. If you remain dissatisfied, you may seek an internal review within NHS Improvement of the issue or the decision. A senior member of NHS Improvement’s staff, who has not previously been involved with your request, will undertake that review.

If you are dissatisfied with the outcome of any internal review, you may complain to the Information Commissioner for a decision on whether your request for information has been dealt with in accordance with the FOI Act.

A request for an internal review should be submitted in writing to FOI Request Reviews, NHS Improvement, Wellington House, 133-155 Waterloo Road, London SE1 8UG or by email to nhsi.foi@nhs.net.

Publication

Please note that this letter will shortly be published on our website. This is because information disclosed in accordance with the FOI Act is disclosed to the public at large. We will, of course, remove your personal information (e.g. your name and contact details) from the version of the letter published on our website to protect your personal information from general disclosure.

Yours sincerely,

NHS Improvement