

26 July 2018

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████████████████████  
**By email**  
██

Dear ██████████

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

We refer to your email of 4 July 2018 in which you requested information under the FOI Act from NHS Improvement. Since 1 April 2016, Monitor and the NHS Trust Development Authority have been operating as an integrated organisation known as NHS Improvement. For the purposes of this decision, NHS Improvement means Monitor and the TDA.

### **Your request**

You made the following request:

*“I would like to request the following information:*

- 1) *Which PR firms has NHSI used in the last 3 months*
- 2) *Who contacts external PR firms on behalf of NHSI*
- 3) *Are any of these firms on retainer*
- 4) *Does NHSI have an internal PR department? If so:*
  - a) *What its name*
  - b) *How many staff work there*
  - c) *With which other departments within the organisation does it interact.”*

### **Decision**

NHS Improvement does not hold the information that you have requested.

NHS Improvement does not have an internal publication relations department nor have we used any such firm in the last three months.

We have a small team (two roles) which manages NHS Improvement’s corporate internal communications channels. The team works with every area of NHS Improvement, creating and curating the latest information to help our staff to do their jobs effectively and support the NHS, and to generally stay up-to-date. The team also supports local and team-to-team communications.

## **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](mailto: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**