

Ref. No: 0264  
Date: 19/09/23  
Subject: E-mail Usage

## REQUEST

Over the one-year period from 1<sup>st</sup> September 2022 until 31<sup>st</sup> 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 specialty.**
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 specialty, and for Managers), please provide the following aggregated data items:

- Total number of individuals in the group
- Male / Female proportion within the group
- Total number of e-mails received
- Total number of e-mails sent
- Total number of internal vs external e-mails received
- Total number of internal vs external e-mails sent
- Mean number of e-mails received in that specialty / group [i.e. by any individual]
- Mean number of e-mails sent in that specialty / group
- Standard deviation of e-mails received in that specialty / group
- Standard deviation of e-mails sent in that specialty / group
- Median number of e-mails received in that specialty / group
- Median number of e-mails sent in that specialty / group
- Maximum number of e-mails received by any individual in that specialty / group
- Maximum number of e-mails sent by any individual in that specialty / group
- Minimum number of e-mails received by any individual in that specialty / group
- 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).**

## **RESPONSE**

### Section 12: cost of compliance exceeds the appropriate limit

As there are no reporting functions available that would enable the retrieval of the requested information, or separation of users by role, in a timely manner, the Trust would need to manually collate the requested information, which it estimates would exceed the appropriate limits.

Under Section 12 of the Freedom of Information Act, Mersey and West Lancashire Teaching Hospitals NHS Trust does not have to comply with a request where it is estimated that the cost of compliance would exceed the appropriate limit of £450. The appropriate limit is specified within the regulations and represents the estimated cost of one person spending 2½ working days answering the request, either wholly or partially.