

Title

Trust E-Mail Usage

Reference Number: RDF1896-23

Date of Response: 28/09/23

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1st April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

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:

- 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).

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:

1. Total number of individuals in the group
2. Male/Female proportion within the group
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 specialty/group [i.e. by any individual]
8. Mean number of e-mails sent in that specialty/group
9. Standard deviation of e-mails received in that specialty/group
10. Standard deviation of e-mails sent in that specialty/group
11. Median number of e-mails received in that specialty/group
12. Median number of e-mails sent in that specialty/group

13. Maximum number of e-mails received by any individual in that specialty/group
14. Maximum number of e-mails sent by any individual in that specialty/group
15. Minimum number of e-mails received by any individual in that specialty/group
16. Minimum number of e-mails sent by any individual in that specialty/group

Trust response:

The Trust has looked into your request; however, the Trust is unable to respond as it does not hold the information requested.

As a Trust we do not hold that information for individual users. It is possible to get information on the Trust as whole from the reporting on NHS Mail, but there is no facility to gain that kind of information for individual users, which would be required to fulfil this request.