

3<sup>rd</sup> April 2023

**BY EMAIL**

Our Ref: FOI 1897 [REDACTED]

Dear [REDACTED]

Your request for information was received on 10<sup>th</sup> February 2023 and was dealt with under the terms of the Freedom of Information Act 2000 and the Data Protection Act 2018. Please be advised that the Business Services Organisation (BSO) has now completed its search for the information you requested with regards to your client Carlann Loughrey:

**I understand that the smear test reminders would come from Belfast Cytology. Could you please advise when this started and what the process would be?**

**Please could you confirm if you still hold the letters for the smear test recalls/reminders which were sent to the Plaintiff?**

**In relation to the Plaintiff's address, can you confirm if this would have been taken from the GP system?**

Firstly, please accept my sincere apologies for the delay in providing you with a formal response. Please find below a response:

**I understand that the smear test reminders would come from Belfast Cytology. Could you please advise when this started and what the process would be?**

Reminders for smear tests are sent by the Screening Team at the Business Services Organisation, [REDACTED]

[REDACTED] Call recall would send an individual a reminder when no cervical cytology sample is received in the lab within 12 weeks from the individuals next test due date.



**Please could you confirm if you still hold the letters for the smear test recalls/reminders [REDACTED]**

I should advise that the BSO do not hold the original invites or reminders that have been sent to individuals, in line with NHS document retention guidelines. Our system creates an audit trail when smear invites and reminders are produced, please see below the audit timeline of their production:



**In relation to [REDACTED] address, can you confirm if this would have been taken from the GP system?**

I can confirm the address used to correspond with an individual is based on those held GP's systems

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter, as the BSO, along with all other public authorities are not obliged to accept internal review requests after this period has lapsed.

In the event that you require a review to be undertaken, you can do so by writing to

Information Governance Manager,  
2 Franklin Street,  
Belfast,  
BT2 8DQ

or

[foi.bso@hscni.net](mailto:foi.bso@hscni.net)

If, following an internal review, carried out by an independent decision-making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the BSO has complied with the terms of the Freedom of Information Act and the Data Protection Act.

You can contact Information Commissioner at:

**Website:** [www.ico.org.uk](http://www.ico.org.uk)  
**Phone:** 0303 123 1113  
**Email:** [casework@ico.org.uk](mailto:casework@ico.org.uk)  
**Post:** Information Commissioner's Office  
3rd Floor, 14 Cromac Place  
Belfast  
BT7 2JB

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However, the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,

A handwritten signature in cursive script that reads "Karen Bailey".

**Karen Bailey**  
Chief Executive