



Freedom of Information Team
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Queen Alexandra Hospital
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Date: 04/01/2022

Ref: 21-22 441

Freedom of Information request

Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 02/12/2021. Please see responses to your requests below.

1. How long does it take to issue a call back for further investigations following a routine mammogram?

The Trust have a national target to recall patients for second stage screening (further investigations) within 21 days of their initial routine screening mammogram.

2. When would you call to inform the patient?

The Trust do not telephone patients to inform them that they are required to return for further investigations. The Trust send a letter to the patient giving them a minimum of one week's notice of the second stage screening appointment.

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on Information.Governance@porthosp.nhs.uk or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information, please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team