

Date 08/06/2026  
Your Ref  
Our Ref 11467

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Dear

## FREEDOM OF INFORMATION – 10-DAY DEACTIVATION/REMOVAL

I write in response to your request for information in relation to 10-day deactivation/removal.

### Question:

- Under FOISA 2002, please provide the written policy or Standard Operating Procedure (SOP) that outlines this 10-day deactivation/removal window for patient clinical correspondence on the NHS Lothian portal.

### Answer:

I am advised that NHS Lothian does not hold a standalone written policy or Standard Operating Procedure which describes a universal “10-day rule” for all patient correspondence. The time-limited visibility of certain administrative correspondence on the patient portal is a feature of system design and configuration rather than a records management decision to destroy or delete information.

As per Section 17 of the Freedom of Information (Scotland) Act 2002 formally I must advise you that we do not hold a written policy in relation to this.

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner’s Office online appeals service at [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal). If you remain dissatisfied with the Commissioner’s response you then have the option to appeal to the Court of Session on a point of law.

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Chair Professor John Connaghan CBE  
Chief Executive Professor Caroline Hiscox  
*Lothian NHS Board is the common  
name of Lothian Health Board*



If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhslothian.scot/FOI/Pages/default.aspx>

Yours sincerely

**ALISON MACDONALD**  
**Executive Director, Nursing**  
Cc: Chief Executive