

Ref: FOI/GS/ID 8119

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net
www.mtw.nhs.uk

20 April 2023

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Subject Access Requests (SARs).

You asked:

- 1. How many clinical SAR requests has your Trust received in 2022?*
- 2. Does all clinical SAR requests go through Clinical approval before disclosure?*
- 3. How many SAR requests have gone over a deadline (either the standard 30-day allocation or the extended 90-day allocation for more complicated responses)?*
- 4. On average how many hours are spent dealing with a SAR?*
- 5. What software do you use to assist for SAR request?*
- 6. What software do you use for redactions (please include the software version) for SARs?*
- 7. How many staff do you have that log & process SARs (include band and WTE)*

Trust response:

1. 3379 requests were received in 2022 to the SAR department.
2. No, to enable SAR to respond efficiently and within 30 days, it has been agreed that Clinician's authority for release copies of healthcare records will be waived unless there is a reason to be excluded from this waiver.
3. In 2022 - 2 were over the responding time of 30 days, and 1 over 90 days.
4. 3.5 hours per each SAR request.
5. AMS SAR Portal.
6. Adobe Acrobat 2020
7. 5.91 WTE