Ref: FOI/GS/ID 8212

20 June 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 (SAR).

You asked: All questions are shown as received by the Trust.
Please can you provide me with the following information for the 2022/23 financial year.
1. How Many Subject Access Requests have been received by your organisation? (Please provide only those requests relating to Health and Social records where possible i.e Exclusion of requests for HR information. If this is not possible please provide the total number of all requests).
2. Please provide the number of these requests which exceeded the one calendar month timeframe for processing (or those which have exceeded a total of three calendar months where an extension has been issued).
3. How many of the total requests received were issued an extension.
4. What system(s) is currently used to process / log these requests.
5. Do you have any software or systems for redaction purposes.
6. Please provide the Number of staff within the team processing (logging, facilitating and releasing) these requests including the relevant Agenda for Change grades. Please provide WTE and HC.
7. Please provide the department in which the team processing these requests resides. If multiple teams/ departments process Subject Access Request, please provide details for both.
8. Are your organisations medical records paper based, electronic or a mixture.
9. If electronic do you use a single EPR or multiple sources?
10. Are staff processing requests provided with a list of systems/ default locations to check in order to obtain the records requested.
11. Are all records reviewed prior to disclosure? If so who are these reviews conducted by.

12. Which roles carry out redaction of records prior to disclosure.
13. Do you issue or make available to data subjects a Subject Access Request, request form? (including any web based forms).
14. If you have a procedure or standard operating procedure covering the processing of these requests can you please provide this.

Trust response:
1. 3517 requests were received in 2022/23 financial year, to the SAR department only. This does not include SAR requests from: Legal, Human Resources or Occupational Health.
2. In 2022/2023 financial year - 6 were over the responding time of 30 days, and 1 over 90 days.
3. 2 SAR requests were issued an extension.
4. AMS SAR Portal.
5. Adobe Acrobat 2020 is the software used to redact patient healthcare records.
6. 5.91 WTE
7 HC
Agenda for Change Band 3
7. Healthcare records Subject Access Requests are managed by the Health Records department.
Legal Subject Access Requests are managed by the Legal Services department.
Occupational Health Requests are managed by the Occupational Health department.
Human Resources Requests are managed by the Human Resources department.
8. We have a mixture of paper-based Healthcare Records and electronic Healthcare Records.
9. Multiple sources are used for disclosure.
10. Yes, the team are provided with a checklist to complete.
11. Quality checks are completed by the team.
12. For Healthcare records, Subject Access Request clerks are responsible for redacting documents prior to disclosure.
13. We have an electronic SAR portal which includes web-based forms, where requests can be made directly. Alternatively, we have paper-based forms available if requested.
14. Management of subject access and third-party requests for information policy and procedure is attached to this email.