

Date: Wednesday, 07th June 2023
Our Ref: MB/CM FOI 5754

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Re: Freedom of Information Request FOI 5754

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 26th May 2023.

Your request was as follows:

I am currently conducting a benchmarking exercise looking at Subject Access compliance within the NHS to identify any trends that correlate to higher compliance levels and best practice. 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).

I can confirm that for the 2022/23 financial year, the Walton Centre NHS Foundation Trust received 1325 Subject Access 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).

I can confirm that no requests exceeded the one calendar month timeframe for processing.

3. How many of the total requests received were issued an extension.

I can confirm no requests received an extension.

4. What system(s) is currently used to process / log these requests.

The WCFT use an in-house developed DSAR system.

5. Do you have any software or systems for redaction purposes.

The WCFT uses Kofax Power PDF for redaction purposes, however the Trust do not redact Patient records.

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.

The WCFT have 3 part time staff equivalent to 1.8 WTE.

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.

Information Governance.

8. Are your organisations medical records paper based, electronic or a mixture.

The WCFT use a mixture of both paper and electronic records.

9. If electronic do you use a single EPR or multiple sources?

The WCFT use multiple resources.

10. Are staff processing requests provided with a list of systems/ default locations to check in order to obtain the records requested.

Yes.

11. Are all records reviewed prior to disclosure? If so who are these reviews conducted by.

Yes, all records are reviewed by a second member of the subject access team who have had no previous involvement with the request.

12. Which roles carry out redaction of records prior to disclosure.

The SAR team however we do not redact Patient records.

13. Do you issue or make available to data subjects a Subject Access Request, request form? (including any web based forms).

Yes, this can either be obtained directly from the team by email or post or can be downloaded from the Trust website.

14. If you have a procedure or standard operating procedure covering the processing of these requests can you please provide this.

Please see attached.

Please see our response above in blue.

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in

line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Freedom of Information Office at the address above.

Please remember to quote the reference number, FOI 5754 in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted by:

Post: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Online: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/>

Telephone: 0303 123 1113

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information