

## Freedom of Information Act 2000 disclosure log entry

### Reference

23-24077

### Date response sent

02/06/23

### Subject

SARS Processing

### Details of enquiry

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

### Response sent

Please note that this Trust, along with many other trusts was unable to access our EPR system between 4<sup>th</sup> August and mid December 2021, so SARS data could not be accessed nor provided during this period.

1. How Many Subject Access Requests have been received by your organisation?  
95
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).

62

3. How many of the total requests received were issued an extension.  
62
4. What system(s) is currently used to process / log these requests.  
Manual system, recorded on Excel spreadsheet.
5. Do you have any software or systems for redaction purposes.  
Yes. The Trust uses Adobe Pro
6. Please provide the Number of staff within the team processing (logging, facilitating and releasing) these requests including the relevant Agenda for Change grades.  
Not applicable. An external IG Service has been commissioned currently provides this support.
7. Please provide the department in which the team processing these requests resides.  
Processed within the IG Team and the Gender Identity Team.
8. Are your organisations medical records paper based, electronic or a mixture.  
Electronic with some historic paper records.
9. If electronic do you use a single EPR or multiple sources?  
A single EPR - Carenotes
10. Are staff processing requests provided with a list of systems/ default locations to check in order to obtain the records requested.  
Not applicable. The Tavistock and Portman NHS Foundation Trust is one of the smallest in the country and this information is easily found.
11. Are all records reviewed prior to disclosure? If so who are these reviews conducted by.  
They are reviewed by the relevant clinician and the IG/Gender Identity Team.
12. Which roles carry out redaction of records prior to disclosure.  
The IC Team undertakes this activity
13. Do you issue or make available to data subjects a Subject Access Request, request form? (including any web based forms).  
The IG Service is undertaking this role as an interim measure whilst the Trust makes decisions on processes and resources – given the number of requests received, no formalised SOP exists
14. If you have a procedure or standard operating procedure covering the processing of these requests can you please provide this  
No