

## Freedom of Information Act 2000 disclosure log entry

### Reference

16-17281

### Date sent

12/01/2017

### Subject

Access to Health Records and FOI Management

### Details of enquiry

#### **DATA PROTECTION ACT & ACCESS TO HEALTH RECORDS ACT - SUBJECT ACCESS REQUESTS**

1. How many requests did your organisation receive under either the Access to Health Records Act (Deceased) or the Data Protection Act (living individuals) for the following calendar years, if possible please confirm the number of requests within this figure that had to be read and 3rd party information removed:
  - 2012                      • 2015
  - 2013                      • 2016
  - 2014
2. Can you confirm the percentage per year of requests which breached the statutory 40 day deadline?
3. Can you confirm within your organisation the current process that is used to respond to these requests i.e do you supply the information by post, in person (viewing) or in an electronic format. If in an electronic format what software do you use, and how do you share the information electronically i.e email/memory stick or other?
4. Can you confirm within your organisation the current process that is used to redact third party information from Subject Access Requests i.e who is responsible for this is it admin staff or clinicians?
5. Can you confirm the number of staff within your organisation currently who have the day to day responsibilities for ensuring compliance with these types of requests, please confirm:
  - Staff numbers              • WTE numbers
  - Job Titles                      • Agenda for Change or appropriate Banding
6. Can you confirm which service line this function sits within your organisation i.e Health Records or Information Governance or somewhere else?
7. Can you confirm if further resource is planned for this service line to meet the changes and work required by the GDPR?

### FREEDOM OF INFORMATION ACT REQUESTS

8. How many requests did your organisation receive under the Freedom of Information Act in the following calendar years?
  - 2012                      • 2015
  - 2013                      • 2016
  - 2014
9. Can you confirm the percentage per year of requests which breached the statutory 20 day deadline?
10. Can you confirm within your organisation the current process that is used to respond to these requests, copies of your policy or process are acceptable?
11. Can you confirm the number of staff within your organisation currently who have the day to day responsibilities for ensuring compliance with FOI requests, please confirm:
  - Staff numbers                      • Job Titles
  - WTE numbers                      • Agenda for Change or appropriate Banding
12. Can you confirm which service line this function sits within your organisation i.e Health Records or Information Governance or somewhere else?

## Response Sent

1. How many requests did your organisation receive under either the Access to Health Records Act (Deceased) or the Data Protection Act (living individuals) for the following calendar years, if possible please confirm the number of requests within this figure that had to be read and 3rd party information removed:

We do not hold this data in the format requested. We report this data by fiscal years (1<sup>st</sup> April to 31 March) as follows:

2012/13	65 requests
2013/14	38 requests
2014/15	54 requests
2015-16	72 requests
2016-17	52 requests year to date

2. Can you confirm the percentage per year of requests which breached the statutory 40 day deadline?

2012/13	1.5%
2013/14	2.6%
2014/15	9.2%
2015-16	1.4%
2016/17	15% year to date

3. Can you confirm within your organisation the current process that is used to respond to these requests i.e do you supply the information by post, in person (viewing) or in an electronic format. If in an electronic format what software do you use, and how do you share the information electronically i.e. email/memory stick or other?

The information is sent by post.

All patients are offered an appointment to meet with senior clinical staff whereby they are given a copy of their records. Feedback is given at the appointment

4. Can you confirm, within your organisation, the current process that is used to redact third party information from Subject Access Requests i.e who is responsible for this is it admin staff or clinicians?  
Subject Access Records Officer
5. Can you confirm the number of staff within your organisation currently who have the day to day responsibilities for ensuring compliance with these types of requests, please confirm:
 

Staff numbers	1
WTE numbers	0.4
Job Titles	Subject Access Records Officer
Agenda for Change or appropriate Banding	Band 5
6. Can you confirm which service line this function sits within your organisation i.e Health Records or Information Governance or somewhere else?  
Information Governance
7. Can you confirm if further resource is planned for this service line to meet the changes and work required by the GDPR?  
Not applicable

#### FREEDOM OF INFORMATION ACT REQUESTS

8. How many requests did your organisation receive under the Freedom of Information Act in the following calendar years?  
We do not hold this data in the format requested. We report this data by fiscal years (1<sup>st</sup> April to 31 March) as follows:
 

a) 2012/13	118 requests
b) 2013/14	163 requests
c) 2014/15	163 requests
d) 2015/16	246 requests
e) 2016/17	281 requests year to date
9. Can you confirm the percentage per year of requests which breached the statutory 20 day deadline?  
We do not hold this data for years prior to 2012/13.
 

a) 2012/13	6%
b) 2013/14	8%
c) 2014/15	11%
d) 2015/16	12%
e) 2016/17	2% year to date

10. Can you confirm within your organisation the current process that is used to respond to these requests, copies of your policy or process are acceptable?

This information is publicly available on our website: <https://tavistockandportman.nhs.uk>

For your ease of reference, here is a link to this procedure: [Freedom of information procedure](#)

11. Can you confirm the number of staff within your organisation currently who have the day to day responsibilities for ensuring compliance with FOI requests, please confirm:

Staff numbers	1
WTE numbers	0.5 WTE
Job Titles	FOI Officer Band 5
Agenda for Change or appropriate Banding	

12. Can you confirm which service line this function sits within your organisation i.e Health Records or Information Governance or somewhere else?

[Information Governance](#)