



Ref: FOIA Reference 2019/20-192

Date: 18th July 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 4th July 2019 requesting information under the Freedom of Information Act (2000) regarding Subject Access Requests (SARS).

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 I am writing to you to make a request under the Freedom of Information Act 2000 to request the following information from your Trust regarding Subject Access Requests (SARS):

How many staff members are employed at your Trust?

A1 As at 31st May 2019, headcount = 10668

Q2 Can you provide us with the name of the department?

- **job titles**
- **job descriptions for the staff members that process SARS**

A2 Please see below:

For Subject Access Requests relating to Medical Records:	
Department	Health Records Department
job title	Subject Access Requests clerks
pay band	Agenda for Change Band 3
job descriptions for the staff members that process SARS	Attached

Staff SARs

- There are no staff employed specifically and solely to process staff related SAR's

- If a worker wants to see their personal data, they should speak to their line manager in the first instance as most requests for personal data can be provided quickly and easily.
- If the line manager is unable or unwilling to agree to the request, the worker can make a form Subject Access Request to the HR Department.
- Any member of the HR Employee Relations Teams may deal with a SAR

Q3 How many staff members are currently employed to process SARs?

A3 Please see below:

Health Records Subject Access requests	4.22 whole time equivalent = 4 staff
--	--------------------------------------

Q4 Have you had to employ more staff members since the introduction of the GDPR on 25/05/18? If yes how many?

A4 No additional staff employed but the hours previously based at County Hospital for Subject Access Requests have transferred to the Royal Stoke team and the function merged to improve efficiency. Staff SARs, there are no staff employed specifically and solely to process staff related SAR's

Q5 Do you employ staff to redact records? If yes how many are employed, what is their pay band? Please provide a copy of the job description.

A5 We do not have separate individuals to redact records. If redaction is required this is done by the Subject Access team working with the Health Records Manager and Information Governance team if necessary.

Staff SARs: records are redacted as necessary, there is no additional staffing employed to do this.

Q6 How many SAR requests did you process per month between 01/04/2017 and 31/03/2018, and how many of those breached the 40 day time limit?

A6 For Health Records Department, see below:

Month	total requests	breached
April	421	1
May	496	1
June	367	2
July	457	1
August	331	2
September	349	5
October	384	8
November	339	8
December	276	6
January	449	7
February	378	5
March	458	4

Staff SAR's:

Month	Number processed per month	Number breaching 30 days
April	0	0
May	0	0
June	1	0
July	1	0
August	0	0
September	0	0
October	0	0
November	0	0
December	0	0
January	0	0
February	0	0
March	0	0

Q7 How many SAR requests did you process per month between 01/04/2018 and 24/05/2018, and how many of those breached the 40 day time limit?

A7 Please see below: Health Records Department

Month	Number processed per month	Number breaching 30 days
April 18	290	5
01/05/18 to 25/05/18	357	0

Staff SAR's:

Month	Number processed per month	Number breaching 30 days
April 18	0	0
01/05/18 to 24/05/18	1	0

Q8 How many SAR requests did you process per month between 25/05/2018 and 31/03/2019, and how many of those breached the 30 day time limit?

A8 Please see below:
Health Records: Subject Access Requests

28/5/18 to 31/3/19	Number each month	Number of breaches
June	514	
July	409	
August	368	
September	363	3

October	526	3
November	463	2
December	373	2
January	410	
February	365	
March	471	

Staff:

Month	Number processed per month	Number breaching 30 days
25/05/18 to 31/05/18	0	0
June 2018	0	0
July 2018	2	0
August 2018	0	0
September 2018	0	0
October 2018	2	0
November 2018		0
December 2018	1	1 (due to additional data being requested)
January 2019	0	0
February 2019	0	0
March 2019	0	0

Q9 Have you seen an increase in the number of patient applications for copies of medical records? If yes what %?

A9 For SAR's from Health records please see below: please note that requests from staff for copies of their medical records would be dealt with via Health records only.

- During the period April 2017 to May 2018 a total of 458 patient applications were received
- During the period May 2018 to March 2019 a total of 702 patient applications were received

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>. Where information was created by third parties, you should contact them directly for permission to re-use the information.

An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

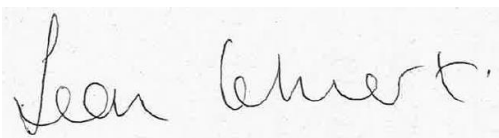
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Jean Lehnert
Information Governance Manager