FOI 2240

Date 24/05/2023

Dear Requester,

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

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).

3550

1. 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).

1103

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

Not recorded

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

Office 365

1. Do you have any software or systems for redaction purposes?

No

1. Please provide the Number of staff within the team processing (logging, facilitating and relseasing) these requests including the relevant Agenda for Change grades. Please provide WTE and HC.

4 WTE – Band 3

1. 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

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

A mixture

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

Multiple

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

Not needed - SAR team are fully trained on where to locate records to complete a SAR.

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

The records are reviewed before disclosure by the staff member who is facilitating that particular request within the SAR team.

1. Which roles carry out redaction of records prior to disclosure?

IG Officer

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

Yes

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

Yes – please see attached

1. Would like to receive a copy of the anonymised Benchmarking report, in return?

Yes please

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests for internal review should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust