

Ref: FOI/2024/10334

Date Received: 26th November 2024

Response Due: 24th December 2024

Date: 23rd December 2024

Dear Sir/Madam

With reference to your request for information received on 26th November 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

- 1. How many people do you have in your access request team?**
6.
- 2. How many data access requests do you get annually on average?**
In 2023/24, 2705 Subject Access Requests were received.
- 3. What is the average time spent on a single access request?**
This information is not recorded.
- 4. How many different systems are checked as part of an access request on average?**
This information is not recorded.
- 5. What is the approx. number or percentage of requests that breach the expected response time over an annual period?**
In 2023/24, 741 requests breached the response timeframe.
- 6. What system or process do you currently use to manage your SAR requests**
Onbase.
- 7. Are the Trust medical records digital, paper, or mixed**
Mixed.

8. If digital, what EPR and/or EDM system is used to manage these records

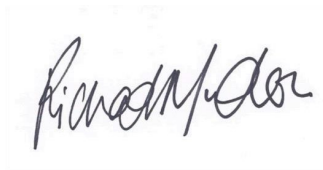
The Trusts EPR system is based on Altera Sunrise. It utilises Onbase Document Management as a subsidiary system.

9. When is the expiry date to the EPR and/or EDMS contract?

The Trust is currently negotiating terms of an extension to the Altera / Hylands contract.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Richard Mundon
Deputy Chief Executive

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111