

Ref: FOI/2023/8925

Date Received: 26th May 2023

Response Due: 26th June 2023

Date: 20th June 2023

Dear Sir/Madam

You asked:

I am currently conducting a benchmarking exercise looking at Subject Access compliance within the NHS to identify any trends that correlate to higher compliance levels and best practice. 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).

Department	Amount
Access to Health Records	2414
MSK CATS & Physiotherapy	75
Fertility Fusion	58
Leigh Physiotherapy	80
MSK CATS at Platt Bridge	18
Leigh Walk In Centre	269

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).

Department	Amount
Access to Health Records	35
MSK CATS & Physiotherapy	0
Fertility Fusion	2

Leigh Physiotherapy	0
MSK CATS at Platt Bridge	0
Leigh Walk In Centre	4

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

Department	Amount
Access to Health Records	114
MSK CATS & Physiotherapy	0
Fertility Fusion	0
Leigh Physiotherapy	0
MSK CATS at Platt Bridge	0
Leigh Walk In Centre	0

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

Department	Systems
Access to Health Records	Onbase/Hyland
MSK CATS & Physiotherapy	Paper Diary
Fertility Fusion	Excel Spreadsheet
Leigh Physiotherapy	Excel Spreadsheet
MSK CATS at Platt Bridge	Excel Spreadsheet
Leigh Walk In Centre	Onbase/Hyland

5. Do you have any software or systems for redaction purposes.

Adobe.

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.

Access to Health Records

B4 – 1 WTE
 B3 – 3 WTE
 B3 – 0.27 WTE
 B2 – 0.4 WTE
 B2 – 0.42 WTE

MSK CATS and physiotherapy at Boston House.

B3 – 0.20 WTE

Fertility Fusion

Band 2 - 0.6 WTE

Leigh Physiotherapy

B3 -1.0 WTE
B3 - 0.85 WTE
B3 - 0.51 WTE

MSK CATS at Platt Bridge

B3 - 1.0 WTE
B3 - 0.85 WTE
B3 - 0.51 WTE

Leigh Walk in Centre

B4 - 0.7 WTE

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.

- Access to Health Records
- MSK CATS and physiotherapy at Boston House.
- Fertility Fusion at Wrightington Hospital.
- MSK Physiotherapy at Leigh Health Centre
- Leigh Walk in Centre

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

Mixture.

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

Multiple.

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

Yes.

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

Records are reviewed by the relevant Band 3 who is processing the SAR.

12. Which roles carry out redaction of records prior to disclosure.

Band 3 and above.

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

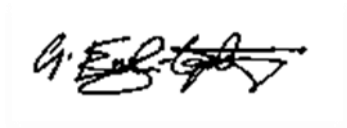
Yes, these are available by email, on our web page or to be posted out.

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

Please find attached.

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,



Gerard English-Gallantry
Information (Data) Governance Manager

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