Date: 04/09/2018

FREEDOM OF INFORMATION REQUEST FOI/014292 – Subject access requests

I am writing to you under the Freedom of Information Act 2000 to request the following information, please could you provide the following information?

1. What are the annual number of SARs you processed for the financial years (2016/17, 2015/16, 2014/15) 2014/15 – 2192, 2015/16 – 2181, 2016/17 - 2173

2. What are the annual totals (number of SARs) processed that were responded to beyond the 40-calendar day deadline? - 2014 – 216, 2015 – 537, 2016 – 80.

3. In the last financial year (2016/17) what is the average number of days you have taken to prepare your response to a SAR (within the 40-calendar day deadline)? 19.5 days

4. In the last financial year (2016/17) what was the duration of the longest response to a single SAR (within the 40-day calendar day deadline)? - 40 days.

5. What is the total number of SARs you are currently processing? - 140

6. Of the total number currently being processed, what is the number that is outside the 40-calendar day deadline? - 11

7. How many people are involved in the processing of a subject access request? A minimum of 2 people to process the request from start to finish however can depend on the consultants/departments that need to give permission for release of records

8. How much digital patient data do you retain (to the nearest GB/TB?) - Exemption 43 has been applied given it is commercially sensitive in that providing the information may compromise information security

9. Currently, what is the oldest piece of digital patient data you retain? - Data retained in line with the Health records policy.

10. In total, how much data do you store a) on-premise and b) in the cloud? (to the nearest GB/TB) - Exemption 43

11. To the nearest GB/TB, how big was your email archive for the years 2016/17, 2015/16, 2014/15? - Not applicable. This information will be held by national NHS Mail provider not the Trust.

12. Who is the current provider/technology of that archive? - N/A see response to question 11.

13. What is your digital data retention policy around a) patient information and b) medical information? – Data retained in line with retention policy

14. To the nearest GB/TB, how much unstructured data do you hold? . Unstructured data (or unstructured information) is information that either does not have a pre-defined data model or is not organized in a pre-defined manner - Exemption 43 has been applied given it is commercially sensitive in that providing the information may compromise information security

15. What is your process/method for discovering personally identifiable information?. What is your process for discovering PII (for example a Subject Access Request)? Is this done manually, how is a search performed? - The Patient Administration System is checked for name, date of birth, address and NHS number to ensure the correct patient is identified.