

**Freedom of Information Act 2000 – Request Reference FoI/24/398**  
**Information Requests**

	FOI	Non-medical Subject Access Requests	Medical Subject Access Requests	PALS Queries	PALS queries that resulted in formal complaints	Formal Complaints received directly (not through PALS)
<b>Number of cases/requests received in the last calendar year (2023)</b>	691	104	2,852	N/A	N/A	N/A
<b>Of those requests/cases in 2023, the number answered within time limits for the request/case.</b>	575	92	1,217	N/A	N/A	N/A
<b>System/tool used to process requests/cases e.g. spreadsheets, in-house tools, specialist software (please name)</b>	Microsoft Outlook, Excel, Word	Microsoft Outlook, Excel, Word	Microsoft Outlook, Excel, Word	N/A	N/A	N/A
<b>Team/department that processes the request (name of team/department)</b>	Information Governance (IG) Department	IG Department, Occupational Health Department	Health Records Department, Medical Illustrations Department	N/A	N/A	N/A

Please note that while the majority of subject access requests for medical records are processed by a single department, the UHB does also have a number of devolved services that manage their own requests. These are not currently logged centrally.

The figures above in the 'Medical Subject Access Requests' column represent only those requests logged centrally with the Health Records Department. In addition to this, the Health Records Department also receives requests for medical records from organisations such as the police and the courts, which are recorded in the same database. Retrieval of this information required a manual process and therefore the accuracy of these figures cannot be guaranteed.

For the figures in the 'Non-medical Subject Access Requests' column, please note that these do not include requests for CCTV or requests made under the Access to Health Records Act 1990. Where a subject access request has been closed for any reason, this will be included in the figure for requests answered within the appropriate time limit.