FOI 5691

Benchmarking - Data Subject Access Requests and other types of data requests

1. Organisation name – The Walton Centre NHS Foundation Trust
2. Which system do you use to log subject access requests? – The WCFT uses an in house developed system to log, acknowledge, track and confirm release of subject access requests.
3. Which software do you use for redaction? – The WCFT uses Kofax PDF for redaction, however this is not used on patient records.
4. Do you use software to remove duplicate pages? – Yes.
5. Which software do you use to remove duplicate pages? - The WCFT uses Kofax PDF.
6. Which types of requests do your team deal with? - The IG Legal team deal with DSARs from the data subject/relative, AHR (deceased) from relatives, Court Orders, MOD, Other NHS/GP, Insurance Companies, Prisons and other agencies such as DWP.
7. What was your overall compliance rate for DSARs for 2022? – 100%
8. How many requests do you receive per month? (include all types of requests) ie please provide figure for March 2023 – The WCFT received 192 requests in March 2023.
9. Approximately how many per month do you apply the 2 month extension to? – None.
10. How many requests do you currently have open? – 39
11. How many requests are currently overdue? – 0.
12. What A4C band/grade are the staff who deal with logging requests? – All staff are band 3.
13. What A4C band/grade are the staff who deal with reviewing and redaction of requests? – All staff responsible for reviewing requests are band 3, the WCFT do not redact patient records.
14. What A4C band/grade is the Supervisor of this team? – IG Deputy Manager Band 5.
15. How many staff do you have in the team – and how many of each band/grade? – The WCFT has three part time staff in this team equivalent to 1.8WTE.
16. Are your records: paper only, electronic only or a mix of paper and electronic? - A mixture of paper and electronic.
17. Do you outsource any part of your requests? – No
18. If yes, who do you outsource to? – N/A
19. Please add any further comments if you have any – None.