

**Information Governance**

Robert Dolan House  
9 Alie Street  
London  
E1 8DE

Email [elft.foi@nhs.net](mailto:elft.foi@nhs.net)

Website: <https://www.elft.nhs.uk>

13 June 2023

**Our reference: FOI DA4760**

I am responding to your request for information received on 26 May 2023. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Keshia Harvey  
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

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

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

**Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention**



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'what matters' to everyone, achieve a better quality  
of life and continuously improve our services.  
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**Chief Executive:** Paul Calaminus  
**Chair:** Eileen Taylor

**Request:** 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.

**Question 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).

**Answer:** 1446 subject access requests were received by East London NHS Foundation Trust in 2022/2023.

**Question 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).

**Answer:** 224 exceeded the one calendar month timeframe for processing.

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

**Answer:** 37 were issued an extension.

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

**Answer:** None.

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

**Answer:** Adobe Pro.

**Question 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.

**Answer:** The Trust has reviewed question 6 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—  
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.*

Our subject access requests function is partially devolved to our borough services. Individuals who process subject access requests may do this as part of another job role. The Trust does hold the information and is therefore unable to provide a response.

**Question 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.

**Answer:** All Trust directorates may receive and process subject access requests.



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

Answer: Current records are electronic, older records may be on paper.

**Question 9: If electronic do you use a single EPR or multiple sources?**

Answer: Multiple Sources.

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

Answer: Yes.

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

Answer: The Trust has reviewed question 12 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—  
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.*

Each Directorate processes their requests differently. The Trust does hold the information and is therefore unable to provide a response.

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

Answer: The Trust has reviewed question 12 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—  
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.*

Each Directorate processes their requests differently. The Trust does hold the information and is therefore unable to provide a response.

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

Answer: Yes.

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

Answer: The Trust has reviewed question 14 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*



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The information requested is accessible here:

[https://www.elft.nhs.uk/sites/default/files/2022-01/access\\_to\\_records\\_policy\\_1.5.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/access_to_records_policy_1.5.pdf)



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