

Ref FOI17 013
Date 26 January 2017

Dear Sir/Madam

Request for information under the Freedom of Information Act 2000

Please find below/attached the Isle of Wight NHS Trust's response to your request.

How many requests did your organisation receive under either the Access to Health Records Act (Deceased) or the Data Protection Act (living individuals) for the following calendar years, if possible please confirm the number of requests within this figure that had to be read and 3rd party information removed:

Response:

2012 - 802 requests received
2013 - 826 requests received
2014 - 750 requests received
2015 - 840 requests received
2016 - 723 requests received

Each and every request is checked by the Information Governance team for third party information and any necessary redactions are made before the information is disclosed.

Can you confirm the percentage per year of requests which breached the statutory 40 day deadline?

Response:

2012: 12%
2013: 1%
2014: 1%
2015: 41%
2016: 14%

Can you confirm within your organisation the current process that is used to respond to these requests i.e do you supply the information by post, in person (viewing) or in an electronic format. If in an electronic format what software do you use, and how do you share the information electronically i.e email/memory stick or other?

Response: Due to information security processes in place at the Isle of Wight NHS Trust, all Health Records are released on CD and posted to the applicant. All CDs are encrypted and password protected using 7-Zip software to ensure the data is secure in transit.

Please also refer to the attached Subject Access Request Standard Operating Procedure.

The Trust also offers the option for applicants to make an appointment to view their own records, under the supervision of an Information Governance team member.

Can you confirm within your organisation the current process that is used to redact third party information from Subject Access Requests i.e who is responsible for this is it admin staff or clinicians?

Response: It is the responsibility of the Information Governance Specialist/Information Governance Officer or Information Governance Lead Officer where applicable to review all Health Records and redact third party information prior to release.

Can you confirm the number of staff within your organisation currently who have the day to day responsibilities for ensuring compliance with these types of requests, please confirm:

Response:

Staff numbers 5

WTE numbers 2.1 Approximate breakdown of time spent in handling Subject Access Requests as part of their job is shown below

Job Titles

Corporate Governance Team manager Band 7 (10%), Information Governance Lead Officer Band 7 (10%), Information Governance Specialist Band 5 (45%), Information Governance Officer Band 4 (45%) and Information Governance Assistant Band 2 (90%)

Agenda for Change or appropriate Banding

Response: (as above)

Can you confirm which service line this function sits within your organisation i.e Health Records or Information Governance or some where else?

Response: Corporate Governance

Can you confirm if further resource is planned for this service line to meet the changes and work required by the GDPR?

Response: Not at present, although this is currently under review, as there will be statutory requirements as a Trust we will need to comply with.

FREEDOM OF INFORMATION ACT REQUESTS

How many requests did your organisation receive under the Freedom of Information Act in the following calendar years?

Response:

2012 – 376 FOI requests received

2013 – 508 FOI requests received

2014 – 477 FOI requests received

2015 – 451 FOI requests received

2016 – 527 FOI requests received

Can you confirm the percentage per year of requests which breached the statutory 20 day deadline?

Response:

2012 - 37% breached the statutory 20 days

2013 – 10% breached the statutory 20 days

2014 – 18% breached the statutory 20 days

2015 – 26% breached the statutory 20 days

2016 – 30% breached the statutory 20 days

Can you confirm within your organisation the current process that is used to respond to these requests, copies of your policy or process are acceptable?

Response: Please see attached Freedom of Information Standard Operating Procedure.

Can you confirm the number of staff within your organisation currently who have the day to day responsibilities for ensuring compliance with FOI requests, please confirm:

Response:

Staff numbers 4

WTE numbers 1.25 Approximate breakdown of time spent in handling Freedom of Information Requests as part of their job is shown below

Job Titles Corporate Governance Team manager Band 7 (20%), Information Governance Lead Officer Band 7 (5%), and Information Governance Specialist Band 5 (45%) and Information Governance Officer Band 4 (45%).

Agenda for Change or appropriate Banding

Response: As above

Can you confirm which service line this function sits within your organisation i.e Health Records or Information Governance or somewhere else?

Response: Corporate Governance

The Isle of Wight NHS Trust came into existence on 1 April 2012 and does not hold information prior to this date. If you require information prior to this date, please contact the Department of Health.

Please note that this response does not constitute consent for direct marketing.

The Isle of Wight NHS Trust serves a resident population of 140,000 with a substantial influx of tourists during the summer months. The Trust provides acute, ambulance, community, maternity, mental health services on the Isle of Wight. As the only fully integrated service provider in England with this unique range of services comparisons with other service providers are not always straightforward.

A log of this request will be held on a database by the Trust. All hard copy correspondence relating to this request will be held for one year from the date of this letter, before being confidentially destroyed. A copy of this response will be published on the Trust website.

If you are unhappy about the response you have received, you should write and request the Trust to undertake an internal review of your application. A senior member of staff, not previously involved with your request for information, will undertake this review. If you remain dissatisfied with the response received you may complain to the Information Commissioner at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Please do not hesitate to contact this office if you have any further questions.

Yours faithfully

Freedom of Information Team

