

Freedom of Information Request

Ref: 23-137

23 February 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

1. What system(s) do you use to log & process Subject Access Requests (SARs) and Freedom of Information Requests (FOIs)?

AMS Sar

Datix

2. What case management software(s) do you use?

AMS SAR Portal 2019-2023

RL Datix

3. How much was spent on the purchasing of the system/software used in questions 1 & 2?

£24,600 (AMS SAR)

£58,477 + VAT (RL Datix)

4. How many SARs have been made to the Trust within the last 6 months?

1393

5. How many SARs have gone over the deadline (including 30, 60 & 90 day cases) within the last 6 months?

489

6. How many FOIs have been made to the Trust within the last 6 months?

421 (August 2022 – January 2023)

7. How many staff do you have that log & process SARs/FOIs?

7

Please note that subject access requests for e.g., medical records, are initially logged by the requestor, e.g. members of the public.

8. What software do you use for redactions (please include the software version) for SARs?

Adobe
Evolve
Foxit

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust