

Freedom of Information Request

Ref: 24-428

30 May 2024

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

I would like to ask, under the Freedom of Information Act, that you provide me with the following information in the table below.

Please respond by populating the table below,

| | FOI | Non-medical Subject Access Requests | Medical Subject Access Requests | PALS Complaints | Other complaints |
|---|------------------------|--|--|------------------------|------------------------|
| Number of cases/requests received in the last calendar year (2023) | 962 | 10 | 3690 | 1,145 | 775 |
| Of those requests/cases in 2023, the number answered within time limits for the request/case. | 11 | 10 | 2456 | *673 out of 801 | *389 out of 552 |
| System/tool used to process requests/cases e.g. spreadsheets, in-house tools, specialist software (please name) | Datix | AMS Request Portal | AMS Request Portal | Datix | Datix |
| Team/department that processes the request (name of team/department) | Information Governance | Information Governance and Human Resources | Subject Access Request Team | PALS & Complaints Team | PALS & Complaints Team |

*number of complaints received in a given period is not the same as the number responded to in the same period.

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