



Ref: FOIA Reference 2022/23-731

Date: 31st March 2023

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 20th March 2023 requesting information under the Freedom of Information Act (2000) regarding SAR

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 I would like to make a Freedom of Information Request.

How do you process Subject Access Requests?

A1 A request can be made verbally to the Health Records department by contacting the office on 01782 675694, however before disclosure is provided identification is required to validate that the applicant is authorised to receive the information.
Alternatively, a request can be made via email to Ministries.Office@nhs.net . We would send out an application form for the applicant to complete which is not mandatory but does provide all the information we require in order to process the application.
Once the required information is made available to identify the records, the records are obtain , copied if still in paper form, or information downloaded from the electronic record.

Q2 What tools do you use to ensure that what needs to be redacted from patient records is redacted when responding to SARs?

A2 We currently do not have any tools in the Ministries department to redact information. Information is verified and where necessary to redact this is copied and then information redacted manually, copying again where necessary to ensure information is fully redacted.

Q3 How do you share/send personal/patient information with insurance companies or solicitors when you receive such a request?

A3 Information is either copied in paper form and sent out to applicants by recorded delivery (signed for) or wherever possible electronically, by Secure File transfer

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



Rachel Montinaro
Data Security and Protection Manager - Records



University Hospitals
of North Midlands
NHS Trust

