



Ref: FOIA Reference 2022/23-679

Date: 24<sup>th</sup> March 2023

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

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

As of 1<sup>st</sup> 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 What system(s) do you use to log & process Subject Access Requests (SARs) and Freedom of Information Requests (FOIs)?**

A1 FOI/ SARs health Records – excel spreadsheet

**Q2 What case management software(s) do you use?**

A2 None for both areas

**Q3 How much was spent on the purchasing of the system/software used in questions 1 & 2?**

A3 Not applicable for both areas

**Q4 How many SARs have been made to the Trust within the last 6 months?**

A4 SARS Health Records - 2372 – (August 22 – Jan 22)

**Q5 How many SARs have gone over the deadline (including 30, 60 & 90 day cases) within the last 6 months?**

A5 SARS Health Records – 2

**Q6 How many FOIs have been made to the Trust within the last 6 months?**

A6 FOI- September – current date 378 requests total of 11,591 questions

**Q7 How many staff do you have that log & process SARs/FOIs?**

A7 FOI – 1  
SARS Health Records – 3.22

**Q8 What software do you use for redactions (please include the software version) for SARs?**

A8 Adobe 2017, SARS Health Records – none

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

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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](http://www.ico.org.uk).

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



University Hospitals  
of North Midlands  
NHS Trust

Yours,

**Rachel Montinaro**

Data Security and Protection Manager - Records