

Reference Number: FOI202425/107
From: Commercial
Date: 07 June 2024
Subject: Correspondence Handling Data for FOI, SARs, PALS and Formal Complaints

Q1 Number of cases/requests received in the last calendar year (2023)

A1 a) Freedom of Information (FOI): 578
b) Non-Medical Subject Access Requests: Nine
c) Medical Subject Access Requests: 379
d) Patient and Listening Service (PALS) Queries: 237
e) PALS queries that resulted in formal complaints: Information not held- the Trust does not routinely collate or hold this information centrally as part of its management or performance data.
f) Formal Complaints received directly (not through PALS): Information not held- the Trust does not routinely collate or hold this information centrally as part of its management or performance data.

Q2 Of those requests/cases in 2023, the number answered within time limits for the request/case.

A2 a) FOI: 562
b) Non-medical Subject Access Requests: Nine
c) Medical Subject Access Requests: 378
d) PALS Queries: Information not held- no time limit for these requests, the team try to resolve requests as soon as possible.
e) PALS queries that resulted in formal complaints: Information not held- the Trust does not routinely collate or hold this information centrally as part of its management or performance data.
f) Formal Complaints received directly (not through PALS): Information not held- the Trust does not routinely collate or hold this information centrally as part of its management or performance data.

Q3 System/tool used to process requests/cases e.g., spreadsheets, in-house tools, specialist software (please name)

A3 a) FOI: Microsoft Excel
b) Non-medical Subject Access Requests: Microsoft Excel
c) Medical Subject Access Requests: Microsoft Excel
d) PALS Queries: InPhase
e) PALS queries that resulted in formal complaints: InPhase
f) Formal Complaints received directly (not through PALS): InPhase

Q4 Team/department that processes the request (name of team/department)

A4 a) FOI: Information Governance Team
b) Non-medical Subject Access Requests: Information Governance Team

- c) Medical Subject Access Requests: Information Governance Team
- d) PALS Queries: Patient and Family Support Team
- e) PALS queries that resulted in formal complaints: Patient and Family Support Team and Manager
- f) Formal Complaints received directly (not through PALS): Patient and Family Support Manager