



**University Hospitals
of North Midlands**
NHS Trust

Royal Stoke University Hospital
Data, Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Ref: FOIA Reference 2024/25-126

Date 24th June 2024

Email foi@uhnm.nhs.uk

Dear Sir/ Madam

I am writing to acknowledge receipt of your email dated 21st May 2024 requesting information under the Freedom of Information Act (2000) regarding Correspondence handling data

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) 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 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)					
Of those requests/cases in 2023, the number answered within time limits for the request/case.					
System/tool used to process requests/cases e.g. spreadsheets, in-house tools, specialist software (please name)					
Team/department that processes the request (name of team/department)					

A1 See below:

	FOI	Non medical Subject	Medical	PALS	Other
--	-----	---------------------	---------	------	-------



		Access Requests	Subject Access Requests	Complaints	complaints
Number of cases/requests received in the last calendar year (2023)	844	13	4579	678	NA
Of those requests/cases in 2023, the number answered within time limits for the request/case.	580	12	2	109	NA
System/tool used to process requests/cases e.g. spreadsheets, in-house tools, specialist software (please name)	Outlook Spreadsheet	Requests logged & tracked via spreadsheets. IT data search via DSP team and/or People Directorate search re personnel files dependent on what data has been requested.	Outlook Spreadsheet	Datix	NA
Team/department that processes the request (name of team/department)	Data security protection - corporate records	The requests are processed by the People Operations team in the People Directorate with assistance as required from DSP Team.	Health Records – Ministries	Patient Experience	NA

*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.

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at

<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>. Where information was created by third parties, you should contact them directly for permission to re-use the information.

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.

Yours,



Rachel Montinaro
Data Security and Protection Manager - Records