



FOI REF: 23/171

15th March 2023

Tel: 0300 131 4500
Website: www.esht.nhs.uk

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

How do you process Subject Access Requests?

Applications are processed by a dedicated team following legislative guidance. All applications are logged on a database, relevant ID and supporting documents if applicable are verified. The requested records are downloaded from the Trust's systems and provided to the applicant via a secure online portal. If the requester is unable to receive the records in this way, they will be printed and sent by Royal Mail special delivery.

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

Adobe Acrobat Pro 2020

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

All requests are checked to ensure the patient has consented to the information being shared, then it is sent via a secure portal or via hard copies via Royal Mail special delivery.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

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Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Linda Thornhill (Mrs)
Corporate Governance Manager
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