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Foundation Trust Office: 01325 74 3625
Corporate Records Office: 01325 74 3700

Request for Information Reference: 03.23.19

FOI Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

30th March 2023

Dear

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 9th March 2023 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to subject access requests and I am providing the following information in response to your specific questions:

1. How do you process Subject Access Requests?

- Requester completes the Application form stating what information is required.
- Access to Health contacts the patient for relevant identification, if not already included with application form, to ensure they have the right to access the information requested.
- Access to Health then contact the relevant clinicians for their written permission to release the information.
- Once permission is granted, if the clinician does not ask for any specific information to be redacted, Access to Health will redact all third party information only, before the information is released to the requestor. If a clinician asks for specific information to be redacted that could cause serious harm to the patient or others if it is disclosed, Access to health will redact this also before sending to the requestor.

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

Access to Health use Adobe Acrobat pro 2020 which includes a redaction function that allows them to redact any information when completing a SAR request.

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

When processing all requests the information can be sent either electronically via email or via signed for post, dependant on how the requestor specifies they would like the information. If sending electronically this is always password protected. The requestor will receive the information and then will need to email the Access to Health team to state they have received this, Once they have confirmed via email that they have received the information, the password be sent to them to enable them to access it.

Images for XRAY are sent on a disc and this again is password protected. If sending via post this is sent separate to the disc and other information.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator