

Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-062024-000936

Date: 01/07/2024

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

Request

I would like to ask, under the Freedom of Information Act that you provide me with the following information for the table below.

Please respond by populating the table below,

	FOI Non medical Subject Access Requests	Medical Subject Access Request s	PALS Queries	PALS queries that resulted in formal complaints	Formal Complaints received directly (not through PALS)
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)					

If, for any reason you are unable to provide this information as requested, please provide me with advice and assistance as to how I might obtain this information and what you are able to deliver.

If you don't receive any formal complaints outside of the PALS, feel free to respond to that particular section with NA or "information not held".

Equally, if you don't differentiate between Medical SARs and Non-Medical SARs, feel free to respond in only one of those sections and fill the other with NA or "information not held".

Response

	FOIs	Non-medical Subject Access Requests	Medical Subject Access Requests	PALS Queries	PALS queries that resulted in formal complaints	Formal Complaints received directly (not through PALS)
<p>Number of cases/requests received in the last calendar year (2023)</p> <p>– new database April to December</p> <p>With the way in which FOI requests are records the number of cases will commence from the start date and not date received</p>	725	We are unable to answer this as we do not hold the information you have requested in a reportable format.	3334 April 2023 – March 2024	01/01/2023 to 31/012/2023 4,868	187	955
<p>Of those requests/cases in 2023, the number answered within time limits for the request/case.</p>	369	We are unable to answer this as we do not hold the information you have	95.14%	PALS try to respond to concerns within 24-48 hours.	119- this will include those who have contacted PALS team and wish to	Timeframe of 30 working days. 416 complaints

		requested in a reportable format.		3,234 concerns were responded to within this timeframe.	raise a formal complaint rather than informally first.	answered within 30 working days.
System/tool used to process requests/cases e.g. spreadsheets, in-house tools, specialist software (please name)	Jan – March – Access Database April 23 – Present Microsoft Lists	We are unable to answer this as we do not hold the information you have requested in a reportable format.	In-house database	Datix	Datix	Datix
Team/department that processes the request (name of team/department)	Information Governance Team	We are unable to answer this as we do not hold the information you have requested in a reportable format.	Subject Access Requests, Health Records Service Department	PALS team	PALS team and then to Complaints team	Complaints team

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
 Trust Headquarters
 Russell’s Hall Hospital
 Dudley
 West Midlands
 DY1 2HQ
 Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust