

Our Ref: NG/RM/24214
Date: 2nd July 2024

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 7th June 2024. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

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

Please see Appendix 1 attached.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



Nicola Griffiths
Deputy Director of Governance

	FOI	Non medical Subject Access Requests	Medical Subject Access Requests	PALS	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)	410	1	Mental Health Directorate 662 Primary Care Directorate 554	224	15	41
Of those requests/ cases in 2023, the number answered within time limits for the request/case.	405	1	All within timelimits	148	1	13
System/tool used to process requests/cases e.g. spreadsheets, in-house tools, specialist software (please name)	Spreadsheet, although now use Ulysses	Spreadsheet, although now moved to a secure AMS portal	Spreadsheet, although now moved to a secure AMS portal	Ulyses Safeguard	Ulyses Safeguard	Ulyses Safeguard
Team/department that processes the request (name of team/department)	Corporate Governance Team	Information Goverenance Team	Information Governance Team & Administration Teams within the GP Practives.	Ulyses Safeguard	Ulyses Safeguard	Ulyses Safeguard