

Our Ref: NG/RM/24423
Date: 17th December 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 26th November 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:

1. How many people do you have in your access request team? **The Trust has one fulltime post dealing with SAR requests who is supported by other members of the IG Team when required.**
2. How many data access requests do you get annually on average? **For the year of 2023/24 The Trust received 649 requests.**
3. What is the average time spent on a single access request? **The time can vary depending on the file sizes and the complexity of the case, the largest majority of records are dealt within 1 calendar month.**
4. How many different systems are checked as part of an access request on average? **3**
5. What is the approx. number or percentage of requests that breach the expected response time over an annual period? **For the year The Trust had 1 (0.15%) case that went outside of the expected time response.**
6. What system or process do you currently use to manage your SAR requests? **AMS**
7. Are the Trust medical records digital, paper, or mixed. **Trust health records are all digital**
8. If digital, what EPR and/or EDM system is used to manage these records. **The current EPR is Lorenzo, and historical records have been scanned into a EDMS provided by CCube.**
9. When is the expiry date to the EPR and/or EDMS contract?
 - **EPR contract for Lorenzo with Dedalus, contract ends Jul 2027.**
 - **The contract with CCube is annual rolling, renewal is 31/03/2025.**

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