

FOI 2531

23/07/2024

FREEDOM OF INFORMATION ACT 2000 – INFORMATION 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:

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 PCC, 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:

	FOI	Non-medical & Medical Subject Access Requests	Medical Subject Access Requests	PCC Queries	PCC queries that resulted in formal complaints	Formal Complaints received directly (not through the PCC)
Number of cases / requests received in the last calendar year (2023)	526	3858	N/A	*	<5**	653
Of those requests / cases in 2023, the number answered within time limits for the request/case.	354	3204	N/A	*	<5**	243
System / tool used to process requests/cases e.g. spreadsheets, in-house tools, specialist software (please name)	Specialist Software - Infreemation	Specialist Software – Infreemation & Datix	N/A			Microsoft office packages including Excel, Word, Outlook, Datix, Paris, PAS and NIECR
Team / department that processes the request (name of team / department)	Information Governance	Information Governance & Medico Legal	N/A	*	Corporate Service User Feedback office. (Non-Clinical Complaints) Each Directorate Governance office in which the complaint falls under including; Mental health & Disability (MHD), Medicine and Unscheduled Care (MUSC)	Corporate Service User Feedback office. (Non-Clinical Complaints) Each Directorate Governance office in which the complaint falls under including; Mental health & Disability (MHD), Medicine and Unscheduled Care (MUSC) Surgery & Clinical Services (SCS) Children & Young People Services (CYPs) Adult Community Services (ACS)

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***PCC queries**

Response:

PCC queries received directly into the Service User Feedback team or Directorate Governance offices may relate to existing enquiries/complaints from original complainants for example service users or relatives.

Unfortunately we are unable to provide the information you have requested as the cost of locating and retrieving the information exceeds the “appropriate limit” as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. It has been estimated that it would take more than 18 hours to locate and retrieve the requested information. In order to obtain this information and it would exceed the £450 limit and is therefore cost prohibitive.

Under section 12 of the Freedom of Information Act 2000, Public Authorities are not obliged to comply with an information request where to do so would exceed the cost limit.

****PCC queries that resulted in formal complaints.**

Response:

Complaints received directly via Service User Feedback from PCC for 2023 = <5

The Trust has a legal duty to protect patient confidentiality and, in line with this duty, the figure <5 has been provided where figures are very low. This is because of the potential risk of identification of an individual. In reaching this decision the Trust has taken into account the small geographical area which the Trust serves and the sensitivity of the information requested. In addition the Trust has taken into account the fact that all information disclosed in response to an FOI is disclosed to the ‘world at large’ and is published on the Trust website.

S 40 (2) (third party information) of the Freedom of Information Act 2000 has been applied to exempt the redacted information from disclosure. The Trust does not consider the disclosure of the redacted information to be fair to the individuals concerned as there is the potential risk of identification of an individual(s) which they

would not expect, and which would therefore breach the fairness element of the first principle of the Data Protection Act 2018.

****PCC queries resulting in Formal complaints.**

Response:

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