

## Freedom of Information request 700-22

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### Request

1. How many SARs (not other types of data protection requests) have been made to the board in the last 12 months?
2. How many SAR requests have gone over a deadline (either the standard 30 day allocation or the extended 90 day allocation for more complicated responses)?
3. How many staff are usually contacted to provide data to contribute to the request?
4. On average how many hours are spent dealing with a SAR?
5. Do you have any software to assist with SAR production and if so, which?
6. Who has budget responsibility over the costs & resources required to respond to the SARs? Please provide  
Name:  
Title:  
Direct Email:  
Direct Phone Number:
7. How many employee SARs have you received in the last 12 months and how many went over the deadline (either the standard 30 day or 90 extended)?

### Response

Using the time frame 1st December 2021 – 30th November 2022:

1. There was a total of 539 SARs received.
2. In total 2 SARs breached the deadline.
3. Initially 1 clinical person per request is contacted by the Medical Records team who co-ordinate responses. The Clinical contact may involve more staff – this information is not recorded.
4. On average 3 hours 20 minutes are spent dealing with an SAR. This refers to the Medical Records team time only. Involvement by clinical teams is not recorded.
5. No.
6. Susie Thomson, Information Governance & Cyber Assurance Manager,  
[Susie.thomson@borders.scot.nhs.uk](mailto:Susie.thomson@borders.scot.nhs.uk)  
01896 826000
7. Received by Occupational Health – 170. All responded to on time

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to,

Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or [foi.enquiries@borders.scot.nhs.uk](mailto:foi.enquiries@borders.scot.nhs.uk).

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **700-22** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.