

Freedom of Information request 213-23

Request

1. How do you process Subject Access Requests?
2. What tools do you use to ensure that what needs to be redacted from patient records is redacted when responding to SARs?
3. How do you share/send personal/patient information with insurance companies or solicitors when you receive such a request?

Response

1. Please find below NHS Borders' process:

Medical Records (by far the largest category of SARs)

Request goes to Subject Access team in Medical Records. The team collate the information and send to a relevant health professional for reviewing and approval or refusal to release. If approved the requested information is released to the requester. Where necessary, guidance is sought from Information Governance team.

Other SARs – Staff information

Request goes to HR or other relevant department. Where necessary, guidance is sought from Information Governance team. Requested information is collated and released to requester.

2. No tools are used.
3. Information will be sent either by Special Delivery (tracked) Royal Mail service or Secure File Transfer Service over SWAN.

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.

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 **213-23** 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.

