

request-30216-9ccf13c2@whatdotheyknow.com

19 March 2010

Dear Marie

Thank you for your Freedom of Information (FOI) request we received on 05 March 2010.

Before responding to your request it may be helpful to explain that NHS London does not hold databases for patients as we do not provide frontline care. We do hold occasional records with regard to tribunals and other specialised cases. We also hold staff records for around 700 directly employed staff.

I shall respond to each of your requests in turn:

1. How many requests do you get under the DPA each year?

NHS London's Information Governance team has logged one Data Protection Act subject access request for each of the last two years. Routine enquiries by staff relating to their personal data are dealt with business as usual by the Human Resource team.

2. How do you verify the authenticity of DPA requests?

We follow NHS guidance and for each query, confirm that the identity of the individual is relevant to the record we hold. If we find that it is not, we seek authorisation details, for example documentary evidence and in some cases we would request an interview.

3. Do you conduct regular DPA audits / have an auditing policy?

We submit an Information Governance Toolkit as part of our quarterly review of compliance. There are also annual Data Protection registrations, privacy impact assessments, and caldicott reviews of the use of information and information sharing procedures.

4. Do you maintain data on errors in information covered by the DPA?

a. If so, please provide data for the past 5 years.

London Strategic Health Authority

Chair: Sir Richard Sykes

Chief Executive: Ruth Carnall CBE

NHS London maintains data on errors covered by the DPA. We have received two requests to change or update personal data in the last five years. However, both requests were not relevant as the individual had not been employed by NHS London. In addition, in terms of failures of security handling (in that sense DPA errors) we publish data loss incidents for the 71 organisations in London quarterly on our website at this link: <http://www.london.nhs.uk/publications/corporate-publications/confidential-information-incidents>

I hope this information is helpful, however I should advise that you have the right to complain about this response by reference to this Authority's complaints procedures, in which case you should write to the Chief Executive, Ruth Carnall, NHS London, Southside, 105 Victoria Street, London SW1E 6QT requesting an internal review.

If you remain dissatisfied with the Authority's decision following your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 01625 545700
www.informationcommissioner.gov.uk

For your information we are considering publishing all FOI requests and responses on the NHS London website www.london.nhs.uk and so this response might be published at a later date.

Yours sincerely

Davin Puttergill
Directorate of Communications and Public Affairs