

Our Ref : LW/jls/FOI.253.16

3 January 2017

request-378671-666d4e55@whatdotheyknow.com

Laurie Wrench
Associate Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Dear Daniel Jones

Freedom of Information Act Request

I am writing in response to your request of 22 December 2016 for information as below. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested Information

Quarter 1 for 2016/17

1. Number of subject access requests received - **78**
2. Number of requests dealt within 40 days - **73**

Quarter 2 for 2016/17

3. Number of subject access requests received - **75**
4. Number of requests dealt within 40 days - **65**

Quarter 3 for 2016/17

5. Number of subject access requests received - **83**
6. Number of requests dealt within 40 days - **Unable to quantify this yet, as we are still within the timescale period.**
7. What database or system do you use to log and manage Freedom of Information Requests and Subject Access Requests? **In house spreadsheets, whereby we monitor timescales etc.**

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: Mrs Caroline Donovan, 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

pp. J. Scotcher

Laurie Wrench
Associate Director of Governance

Chairman: Mr David Rogers

Chief Executive: Mrs Caroline Donovan

Working to improve the mental health and wellbeing of local communities



our vision
To be a **high quality** health and social care provider that continuously improves **patient experience** and deploys its **resources** intelligently and efficiently

our values
valuing people as **individuals** providing high quality **innovative care** **working together** for better lives **openness** and **honesty** **exceeding** expectations

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