



Thursday, 01 October 2020

Name: Jenny Bird

Email: request-690226-ad3bd159@whatdotheyknow.com

Dear Jenny

***Freedom of Information Act Request: Our ref # 2165***

In reference to your FOI request regards below our response: -

Please provide answers to the following questions relating to data Subject Access Requests (SARs)?

1. How many SARs have been made to your organisation in the last recorded 12 month period? **640**
2. Please provide a breakdown of the specific departments/directorates that these SARs relate to actioned by Medical Records Department. **640**
3. Is there a central response to SARs or is it devolved to the departments involved? Mainly dealt with by Medical Records Department except those "Against the Trust" which go to Governance Department.
4. How many staff deal with responses - estimate of Full Time Equivalents needed to provide SAR responses **(Alternatively - hours per typical SAR response)? 1 member of staff (37.5) hours.**
5. Do you have any software to assist with SAR production (e.g. search over multiple unstructured document files, or automatic redaction of Personally Identifiable Information (PII))?  
**Spread sheet to record and track requests and flag-up target date. Scanner to scan documents and copy information onto CD disks (password protected).**
6. Who has budget responsibility over the costs & resources required to respond to the SARs. Please provide Name: Title: Direct Email: Direct Phone Number:  
**Clinical Services Manager - Operations - Matthew Payne 0121 6854000 Extension 55246.**

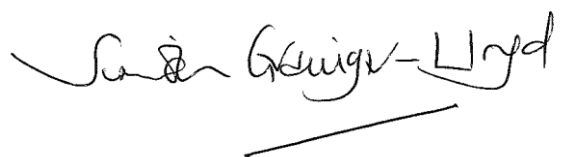
If you are unhappy with the Trust's response you can appeal to:

Jo Williams  
Chief Executive  
The Royal Orthopaedic NHS Foundation Trust  
Trust Headquarters  
Bristol Road South  
Birmingham B31 2AP

If you then remain dissatisfied, you have the right under section 50 of the Freedom of Information Act to apply to the Information Commissioner to seek resolution to the matter.

Further details can be found on the website: <http://www.informationcommissioner.gov.uk/>

Yours sincerely

A handwritten signature in black ink, reading "Simon Grainger-Lloyd". The signature is written in a cursive style. Below the signature, there is a single horizontal line that starts under the 'G' and extends to the right, ending under the 'd'.

**Simon Grainger-Lloyd**  
**Director of Corporate Affairs & Company Secretary**