

Date: 28 August 2018

Re: Freedom of Information Request
Ref: 175-2018

Thank you for your email dated 2nd August 2018, requesting various information in relation to SAR requests and data.

The information that you require is as follows:

- 1. What are the annual number of SARs you processed for the financial years (2016/17, 2015/16, 2014/15)**

Annual number of SARs processed for the financial years:

- i. 2016/17- 265**
- ii. 2015/16- 221**
- iii. 2014/15- 211**

- 2. What are the annual totals (number of SARs) processed that were responded to beyond the 40-calendar day deadline?**

Annual totals processed that were responded to beyond the 40 day calendar deadline:

- 2016/17 = 1 over 40 days**
2015/16 = 0 over 40 days
2014/15 = 3 over 40 days

- 3. In the last financial year (2016/17) what is the average number of days you have taken to prepare your response to a SAR (within the 40-calendar day deadline)?**

13 days

4. In the last financial year (2016/17) what was the duration of the longest response to a single SAR (within the 40-day calendar day deadline)?

39 days

5. What is the total number of SARs you are currently processing?

7

6. Of the total number currently being processed, what is the number that is outside the 40-calendar day deadline?

0

7. How many people are involved in the processing of a subject access request?

There are 8 roles involved in the processing of a SAR

8. How much digital patient data do you retain (to the nearest GB/TB?)

107,478 GB

9. Currently, what is the oldest piece of digital patient data you retain?

Demographics and treatment recorded electronically in 1992

10. In total, how much data do you store a) on-premise and b) in the cloud? (to the nearest GB/TB)

a) 402.9 GB

b) not used

11. To the nearest GB/TB, how big was your email archive for the years 2016/17, 2015/16, 2014/15?

01/04/2014 – 31/03/2015 - 395MB

01/04/2015 – 31/03/2016 – 375GB

01/04/2016 – 31/03/2017 – 750GB

12. Who is the current provider/technology of that archive?

Mailsafe

13. What is your data retention policy around a) patient information and b) medical information?

It is Trust policy that all CCC clinical records must not be destroyed. Treatment given to cancer patients is complex and, should a patient have recurrent disease or a subsequent primary disease, there is a strong case for unlimited retention of medical records to ensure safe treatment.

14. To the nearest GB/TB, how much unstructured data do you hold?

102 GB

15. What is your process/method for discovering personally identifiable information?

Access to SCR (Summary Care Record) – NHS Digital

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and 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: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/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.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>