

Ref: FOI/2023/8703

Date Received: 20th February 2023

Response Due: 21st March 2023

Date: 20th March 2023

Dear Sir/Madam

You asked:

1, What system(s) do you use to log & process Subject Access Requests (SARs) and Freedom of Information Requests (FOIs)?

SARS – Onbase to log and manage. AMS to send out.
FOI – Datix

2, What case management software(s) do you use?

SARS – Onbase to log and manage. AMS to send out.
FOI – Datix

3, How much was spent on the purchasing of the system/software used in questions 1 & 2?

The systems used to manage the SAR and the FOI requests is within a RFI Module (Requests for Information Module - which is a non-web-based module on the Datix System). The module cost is included in the license costs as a whole and not paid for individually it's just one cost per annum.

The annual cost/fee for 2022-2023 (1st July 2022-30th June 2023) was: £44,528.20 (incl VAT).

4, How many SARs have been made to the Trust within the last 6 months?

1224

5, How many SARs have gone over the deadline (including 30, 60 & 90 day cases) within the last 6 months?

6, How many FOIs have been made to the Trust within the last 6 months?

357

7, How many staff do you have that log & process SARs/FOIs?

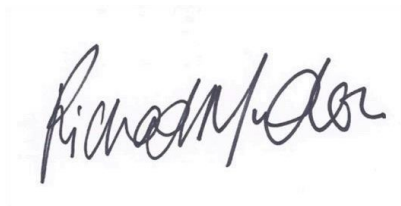
SARS – 4 full time and 2 part time
FOI – 2 Part time

8, What software do you use for redactions (please include the software version) for SARs?

Adobe Acrobat 2017 and Adobe creative cloud

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department on email address provided. If we do not hear from you within 28 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Richard Mundon', is displayed within a rectangular box.

Richard Mundon
Director of Strategy and Planning

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

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

Helpline number: 0303 123 1113