

Our Ref: 122/2023  
JANUARY 2023

## Re: Your request made under the Freedom of Information Act 2000

I would like to make a Freedom Of Information Request.

How do you process Subject Access Requests?

These are processed through our Access Database

What tools do you use to ensure that what needs to be redacted from patient records is redacted when responding to SARs?

This is a manual process undertaken by our Casenote Release team

How do you share/send personal/patient information with insurance companies or solicitors when you receive such a request?

Via secure EGRESS email system  
Via Royal Mail Recorded Delivery