

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

I am writing to make a formal request for information under the Freedom of Information Act. I would appreciate it if you could provide the following details:

How many Subject Access Requests do you receive per year?-

case note release Approx 3000

How many FOI requests do you receive per year? **Approx. 550 plus our compliance statistics are published on our website** <https://www.dbth.nhs.uk/contact/freedom-of-information/>

How many call centre queries do you receive regarding patients requesting access to their data?

We do not have a call centre for patients to request access to their information

How many call centre queries do you receive regarding patients requesting their imaging data?

We do not have a call centre for patients to request access to their information or images

How many images do you share with patients?-

DBTH holds the information on the subject you have requested. However, I advise you that we will not be able to answer your request without exceeding the appropriate limit. This is because to [locate, retrieve, extract] information in scope of your request would involve extensive administrative work due to the way our data is stored as a whole request within case note release we can not break down to numbers give a true number to answer this question. Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, We have estimated that it would take more than 18 hours to carry out a manual search to locate, retrieve, and extract all the information you have requested. In this situation the associated cost would therefore exceed the appropriate fee limit of £450 set out under Freedom of Information & Data Protection (Appropriate Limit and Fees) Regulations 2007.

The fee limit specified in regulations for NHS trusts represents the cost of one person spending 2½ working days at a rate of £25 per hour determining whether the Trust holds the information sought and then locating, retrieving and extracting that information.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance

Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

How much do you spend on burning radiology images onto CDs-

Our Ref: 368
May 2024

Clarification required, is this per year, per CD etc?

How much do you spend on the Image Exchange Portal? - **£8,520 net**

How many negative patient outcomes have arisen when patient data was not readily available?

None