GIG CYMRU NHS WALES | Bwrdd Iechyd Prifysgol Aneurin Bevan University Health Board

Freedom of Information Request	FOI 23-139	15th March 2023

How do you process Subject Access Requests?
Requests are received, consent or identification checked, if the request is from a member of the public and then added to our Datix system. This generates a completion date depending on type of request, and all patient details including the requestor are logged. This is normally completed within 24 hours of request being received.

The request is then 'searched', This is the stage whereby we look at what information has been requested and which hospitals have been consented to. An acknowledgement letter is then either emailed or posted to the requestor.

The required records are requested into the department to be scanned or sent over to prep to be scanned if the records are acute. The notes are then collated. If they need a disclosure this will be sent to the last treating Clinician. This is a normal process for all mental health requests, litigation requests, police requests, recent paediatric activity, and any sensitive documents within the acute file on CWS.

Once completed, we come to the 'send out' stage which is where every page of the records is diligently checked to ensure they contain the correct patients name, DOB and CRN/NHS number.

What tools do you use to ensure that what needs to be redacted from patient records is redacted when responding to SARs?
We have a redaction tool in adobe acrobat, used by team members to make the requested redactions.

How do you share/send personal/patient information with insurance companies or solicitors when you receive such a request?
All pdf files are password protected with a password that has been supplied to us previously from the Solicitors/insurance companies. If they have signed up for email the pdfs are password protected and sent via the Secure File Sharing Portal. If they have not signed up for email, then they pdfs are password protected, burnt to a disc and then sent via Royal Mail signed for.