



Trust Headquarters
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Date

Email:

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Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 230326

You requested the following information, please also see our response below:

Under the Freedom of Information Act of 2000, please can you provide me with the following information:

How do you process Subject Access Requests?

The patient experience team receives the request and processes it in line with ICO regulations. Requests and records are stored on our DATIX system.

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

When our EPCRs are accessed, our CAD system has an inbuilt redaction tool which we use. On older or hand written PCRs we manually redact the information but are currently awaiting a specialised redaction tool from IT. For call recordings we use a programme called Audacity to redact information

How do you process Subject Access Requests?

Once we have sufficient information to identify and trace the incident, we are able to access the patient records electronically. We redact them for any personal data relating to anyone apart from the patient and then send them off as detailed below.

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

Patient records are redacted manually by a member of the Legal team using Foxit Phantom redaction tool.

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

The solicitor/insurance company is sent a secure link providing access to the record. We inform them that they must download and save the record swiftly as the link is time limited.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**

