

Freedom of Information Request: Our Reference CTHB_335_18

You asked:

1. What are the annual number of SARs you processed for the financial years (2016/17, 2015/16, 2014/15)

Under section 21 of the Act, Cwm Taf University Health Board is not required to provide information in response to a request if it is already reasonably accessible to you. The information you requested is available within the [Disclosure Log](#) on the Cwm Taf University Health Board web site. For ease of access I have attached a link directly to the information (Ref: [CTHB 269 17](#) – please see last page).

2. What are the annual totals (number of SARs) processed that were responded to beyond the 40-calendar day deadline?

Please see response to question 1.

3. In the last financial year (2016/17) what is the average number of days you have taken to prepare your response to a SAR (within the 40-calendar day deadline)?

We do not centrally record this information. As various departments process their own information requests e.g. Mental Health, CAMHS, Corporate, Medical Records, it can depend on the volume of information requested, and the complexities which will vary on a case by case basis.

4. In the last financial year (2016/17) what was the duration of the longest response to a single SAR (within the 40-day calendar day deadline)?

We do not centrally record this information. As per the table in our response to question one, we only recorded those that breached the previous 40 day timescale. In order to obtain the information you require, we would need to review each access request outlined in the table provided, and review the date received, and date of final response with directorates involved. This exercise would significantly exceed the 18 hours' time and £450 cost limit set out within Section 12 of the Freedom of Information Act. As this would involve approximately 936 requests, it would take us in excess of 78 hours to review the files. This figure is based on a timescale of 5 minutes per request. Therefore, to obtain the data would work out at approximately £1950 @ £25.00 per hour (cost permitted under the Act).

5. What is the total number of SARs you are currently processing?

Please see table one.

6. Of the total number currently being processed, what is the number that is outside the 40-calendar day deadline

If a request is being processed, we would not yet know if it would exceed the current calendar month timescale permitted under the Data Protection legislation.

7. How many people are involved in the processing of a subject access request?

We do not record this information. Individuals involved would depend on whether it was a complex case, clinical or non-clinical request.

8. How much digital patient data do you retain (to the nearest GB/TB?)

I can confirm that the Health Board does not centrally record this information. Due to the number of systems that would need to be queried, to provide you with this information would exceed the 18 hours time and £450 cost limit set out within Section 12 of the Freedom of Information Act. Therefore, we are unable to provide.

9. Currently, what is the oldest piece of digital patient data you retain?

The oldest dates to 1984.

10. In total, how much data do you store a) on-premise and b) in the cloud? (to the nearest GB/TB)

Please see response to question 8.

11. To the nearest GB/TB, how big was your email archive for the years 2016/17, 2015/16, 2014/15?

Total 40 terabytes to date.

12. Who is the current provider/technology of that archive?

Cwm Taf University Health Board - on premise.

13. What is your data retention policy around a) patient information and b) medical information?

The requirements for NHS Wales are set out in a number of Welsh Health Circulars which can be accessed and viewed via the links contained below: -

[WHC \(2000\) 71: For The Record](#)

[WHC \(99\) 7: Preservation, Retention and Destruction of GP General Medical Services Records Relating to Patients](#)

In 2016, NHS Digital issued the [Records Management Code of Practice for Health and Social Care 2016](#). Appendix 3 of the Code contains the [detailed retention schedules](#). It sets out how long records should be retained, either due to their ongoing administrative value or as a result of statutory requirement.

14. To the nearest GB/TB, how much unstructured data do you hold?

Please see response to question 8.

15. What is your process/method for discovering personally identifiable information?

Due to the size of the organisation and the confidential nature of health care, please could you refine your request and give an example of what you mean by 'discovering personally identifiable information'?