

Reference: FOI.ICB-2425/130

Subject: Subject Access Requests/Requests for Medical Records

I can confirm that the ICB does hold the information requested; please see responses below:

QUESTION	RESPONSE
Please can I receive a response to the following questions all questions refer to the period of June 23 to June 24	
1) In the last year June 2023 till June 2024 how many people have requested copies of their medical records directly or via a subject access request?	<p>The ICB does not hold medical records and therefore all requests for personal information are made through Subject Access Requests (SAR). The ICB received 47 SARs from June 2023 to June 2024.</p> <p>You can refer to the ICB web page 'How we use your information' for further details – https://bnssg.icb.nhs.uk/about-us/how-we-use-your-information/</p>
2)What was the average timescale to provide the information from point of request?	<p>Under Data Protection legislation, the ICB must be assured that the individual has the legal right to receive the information requested under Subject Access. The ICB often asks for additional information when a request is received, this can include ID or documentation related to consent. The ICB does not formally open or acknowledge a request until all the necessary information has been received. Therefore the point of request is not necessarily the date the request was opened and the statutory 1 calendar month deadline started.</p>

	From point of request the ICB took an average of 22 days to provide the information requested through Subject Access Requests received from June 2023 to June 2024.
3) How many times was the data received by someone other than the original requester?	None
4) How many people's records (for period June 2023 till June 2024) have been accessed by individuals other than NHS employees and the relevant data subject.	39 requests were made by individuals that were not the data subject. Necessary consent was received for all these cases.

The information provided in this response is accurate as of 19 July 2024 and has been approved for release by Sarah Truelove, Deputy Chief Executive and Chief Finance Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.