FOI 0167/2024 Response

I would like to ask, under the Freedom of Information Act, that you provide me with the following information for the table below.

Please respond by populating the table if possible,

	FOI	Non medical Subject Access Requests	Medical Subject Access Requests	PALS Queries	PALS queries that resulted in formal complaints	Formal Complaints received directly (not through PALS)
Number of cases/requests received in the last calendar year (2023)	466	67	2557	633	26/95 (27%) This is an estimate based on free flow text entries in the complaints database. We currently assume that all formal complaints go through the PALS process first. However we are looking at ways to report the escalation process more accurately.	69/95 (73%) This is an estimate based on free flow text entries in the complaints database. We currently assume that all formal complaints go through the PALS process first. However we are looking at ways to report the escalation process more accurately.

Of those requests/cases in 2023, the number answered within time limits for the request/case.	424	56	2505	Each PALS case has its own timeframe depending on the complexity of the concern.	**22/23 = 95.7%** Excluding cases where consent wasn't received or if the complaint was withdrawn. The final response date is agreed at the time of allocation of an Investigating Officer. The timeframe of our complaints responses is dependent on the complexity of the complaint. We aim to respond to complaints within a six-month time frame in line with NHS guidelines.	**55/56 = 98.2%** Excluding cases where consent wasn't received or if the complaint was withdrawn. The final response date is agreed at the time of allocation of an Investigating Officer. The timeframe of our complaints responses is dependent on the complexity of the complaint. We aim to respond to complaints within a six-month time frame in line with NHS guidelines

System/tool used to process requests/cases e.g. spreadsheets, in-house tools, specialist software (please name)	FOI spreadsheet and internal FOI process	Outlook, RIO, CRT (care records tracking), IAPTus, shared 'z' drive, excel spreadsheets (master log and tracking log)	SafeGuard – Ulysees. Microsoft 365	SafeGuard – Ulysees. Microsoft 365	SafeGuard – Ulysees. Microsoft 365
Team/department that processes the request (name of team/department)	BSMHFT Information Governance Team	BSMHFT Information Legislation Requests Function, Care Records.	BSMHFT Customer Relations	BSMHFT Customer Relations	BSMHFT Customer Relations