

FOI_1717_2024-25 – FOI Request concerning Correspondence Handling Data

Please provide responses in the following table:

	FOI	Non medical Subject Access Requests	Medical Subject Access Requests	PALS Queries (Service Concerns)	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)	490	41	1226	584	30	109
Of those requests/cases in 2023, the number answered within time limits for the request/case.	486	39	1204	326	15	62
System/tool used to process requests/cases e.g. spreadsheets, in-house tools, specialist software (please name)	Spreadsheet, MS OneNote	Spreadsheet, MS OneNote	Spreadsheet, MS OneNote	Excel Spreadsheet Ulysses	Excel Spreadsheet Ulysses	Excel Spreadsheet Ulysses

Team/department that processes the request (name of team/department)	Information Governance Team	Information Governance Team	Information Governance Team	PALS and Complaints Service	PALS and Complaints Service	PALS and Complaints Service
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