

	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)	687	3	Medical Records – 1488 PACS - 563	1473	25	All complaints received should be directed through the PALS department for official recording
Of those requests/cases in 2023, the number answered within time limits for the request/case.	645	3	Medical Records - 1488 PACS - 563	1473	5	
System/tool used to process requests/cases e.g., spreadsheets, in-house tools, specialist software (please name)	In house	In house	Medical Records - In house database PACS - PACS	DATIX		
Team/department that processes the request (name of team/department)	IG	People Operations (OD&P)	Medical records PACS	PALS		