

	FOI	Non-medical Subject Access Requests	Medical Subject Access Requests	PALS Queries	PALS queries that	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	Meda(M)-6 926 (i) -0			
Team/department that processes the request (name of team/department)	IG	Pop @ons	Medical Records	B		