

LHSA User Statistics 2007-2008

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1. Enquiries

1.1 Total number of enquiries

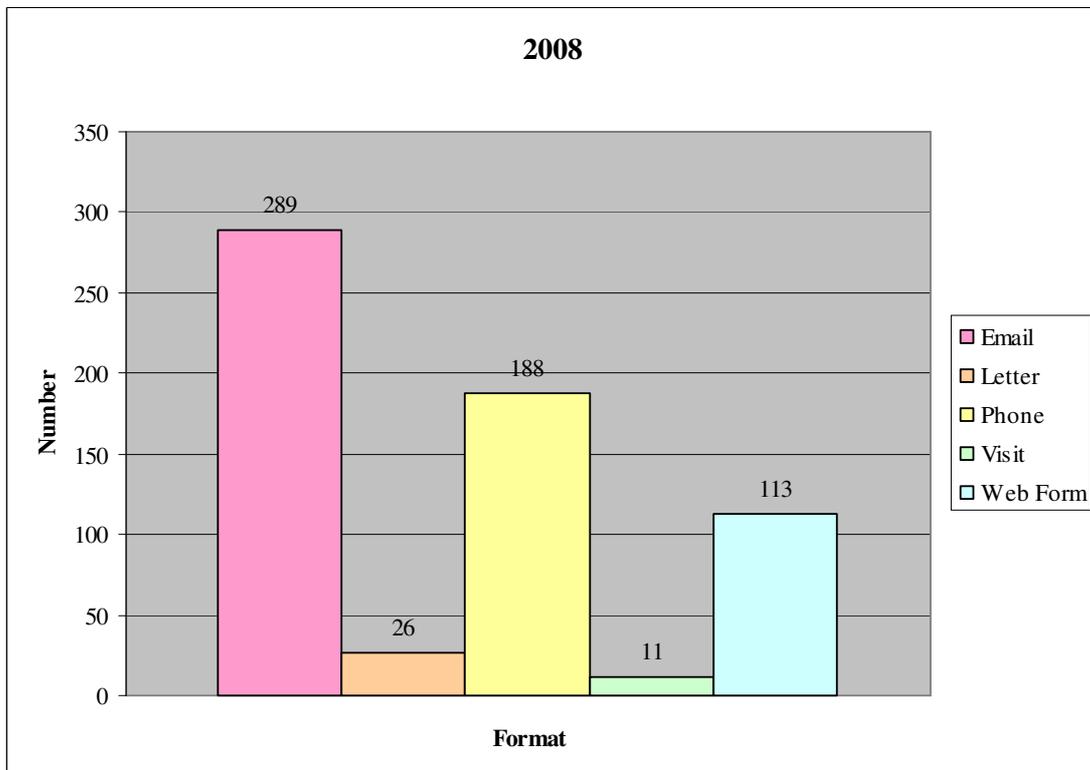
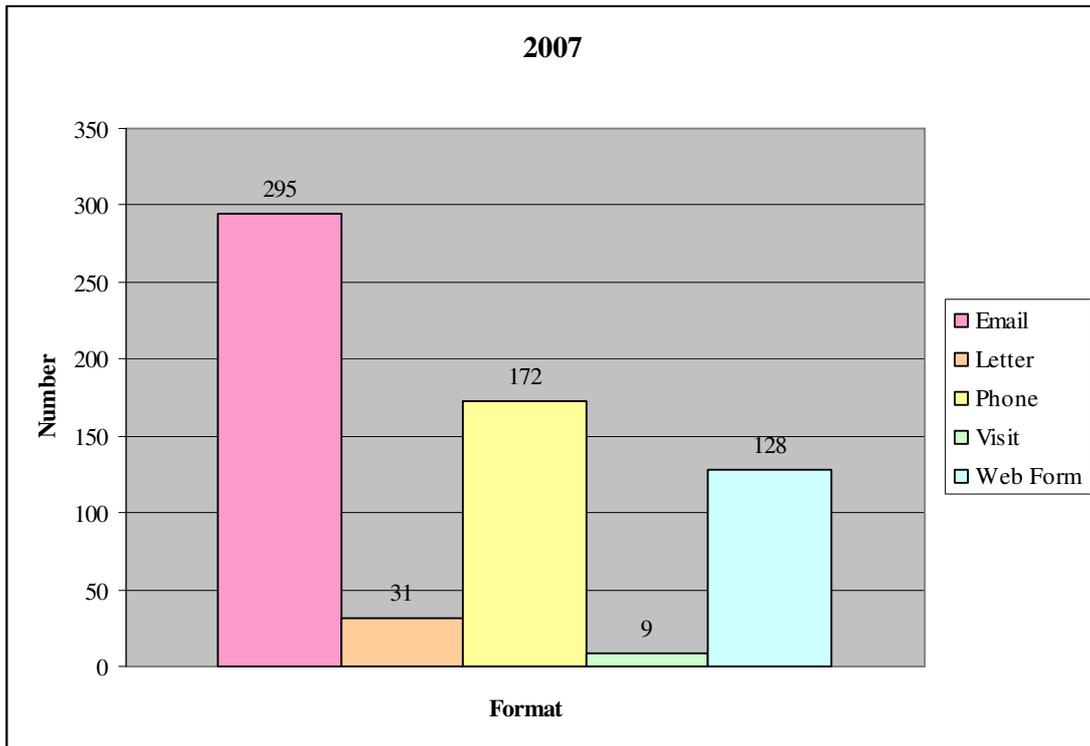
Year	Number
2007	635
2008	627

1.2 Format of enquiries

Format	Number	
	2007	2008
Email	295	289
Letter	31	26
Phone	172	188
Visit (not including reading room visits)	9	11
Web Form	128	113
Total	635	627

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1.2 Format of enquiries continued



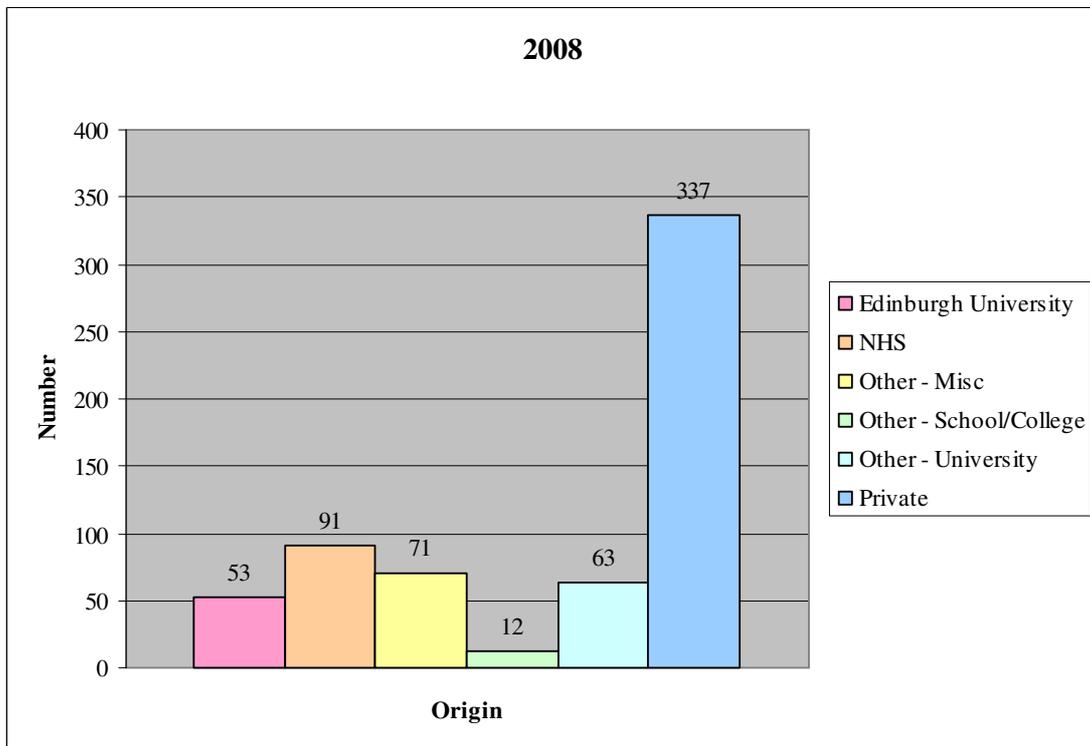
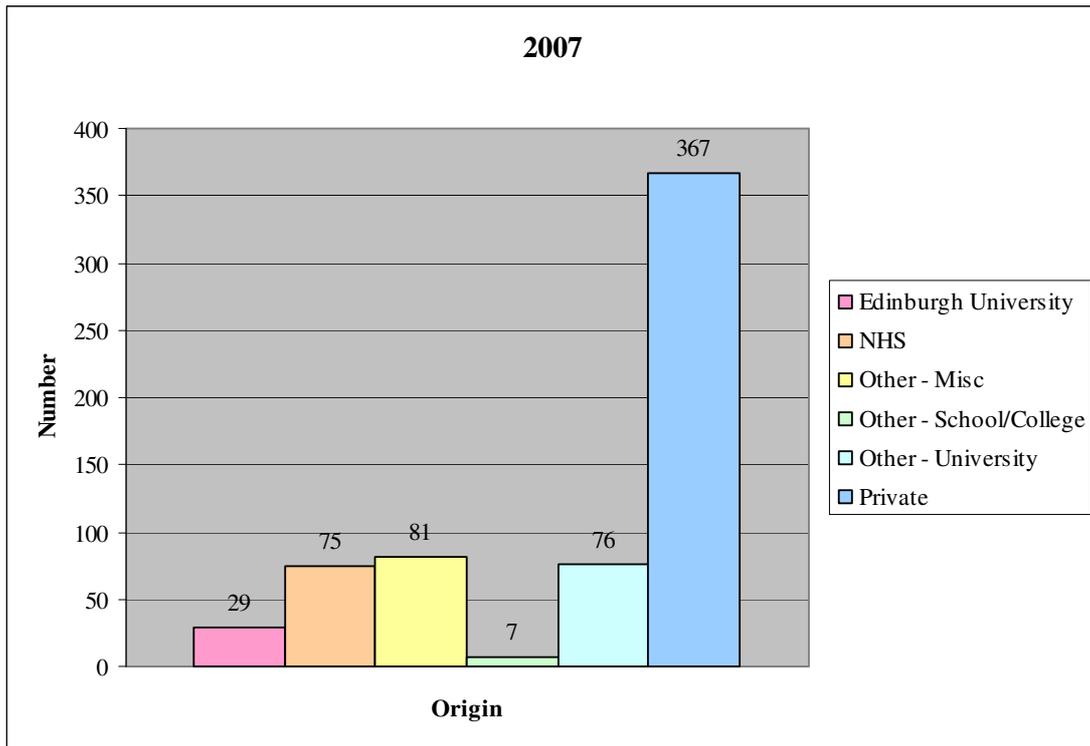
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1.3 Origin of enquiries

Origin	Number	
	2007	2008
Edinburgh University	29	53
NHS	75	91
Other - Misc (includes NAS, RCSE, RCPE, the media, and other archives, museums, libraries and galleries)	81	71
Other - School/College	7	12
Other - University	76	63
Private	367	337
Total	635	627

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1.3 Origin of enquiries continued

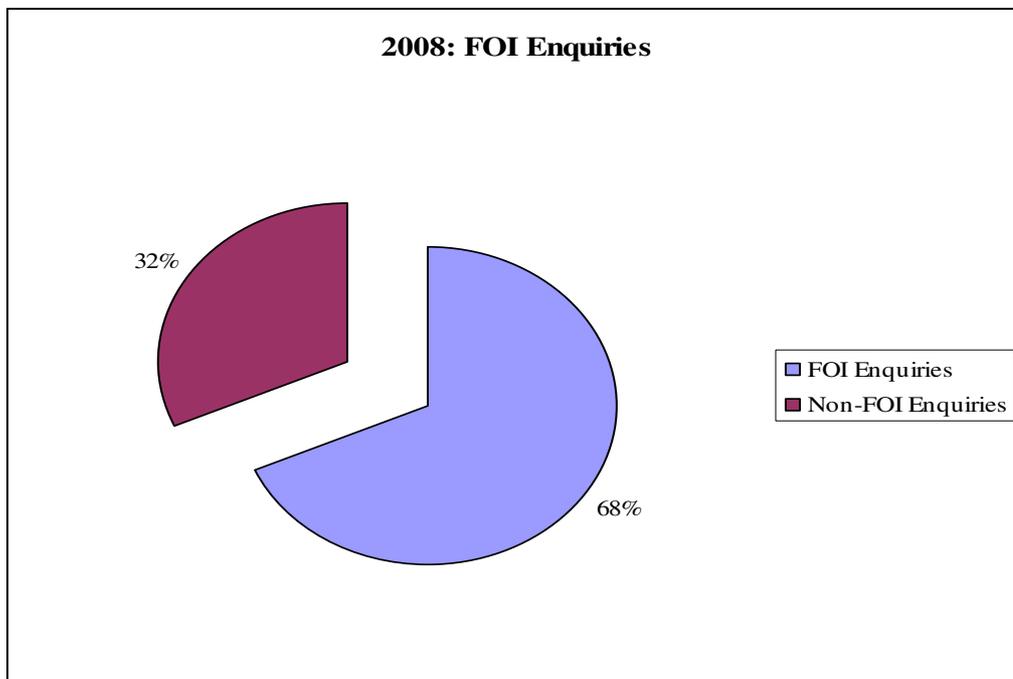
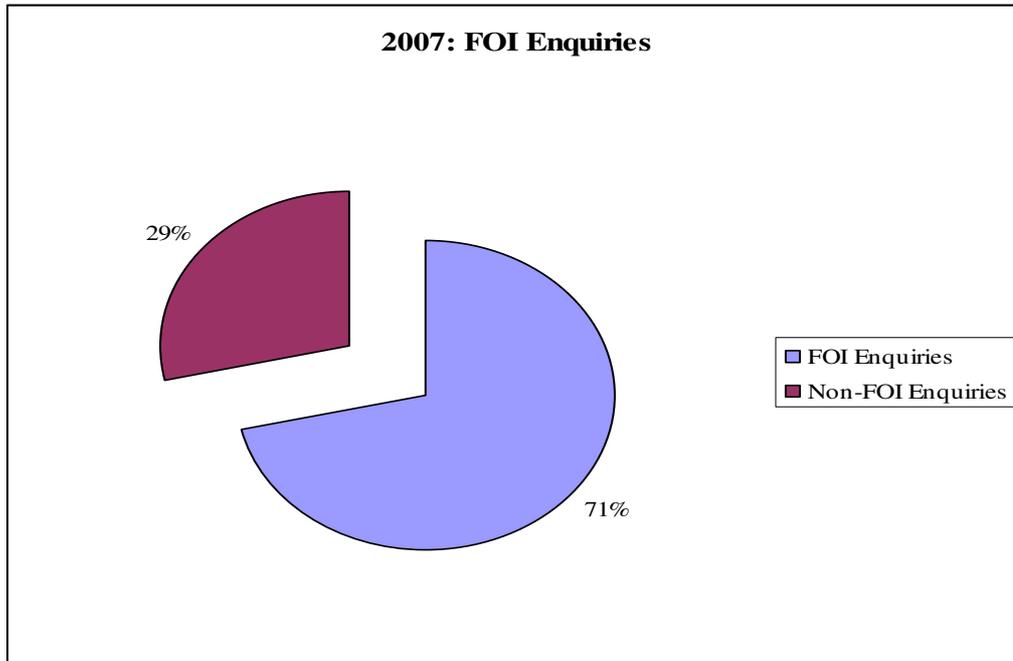


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1.4 Freedom of Information (Scotland) Act 2002

1.4.1 Percentage of enquiries falling within the remit of the Act

An FOI enquiry is one which is received in a permanently recordable format, i.e. emails, web forms and letters. Enquiries made in person or by phone are not recordable and therefore are not considered FOI enquiries.



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1.4.2 Percentage of FOI enquiries dealt with under Section 1 or Section 25 of the Act

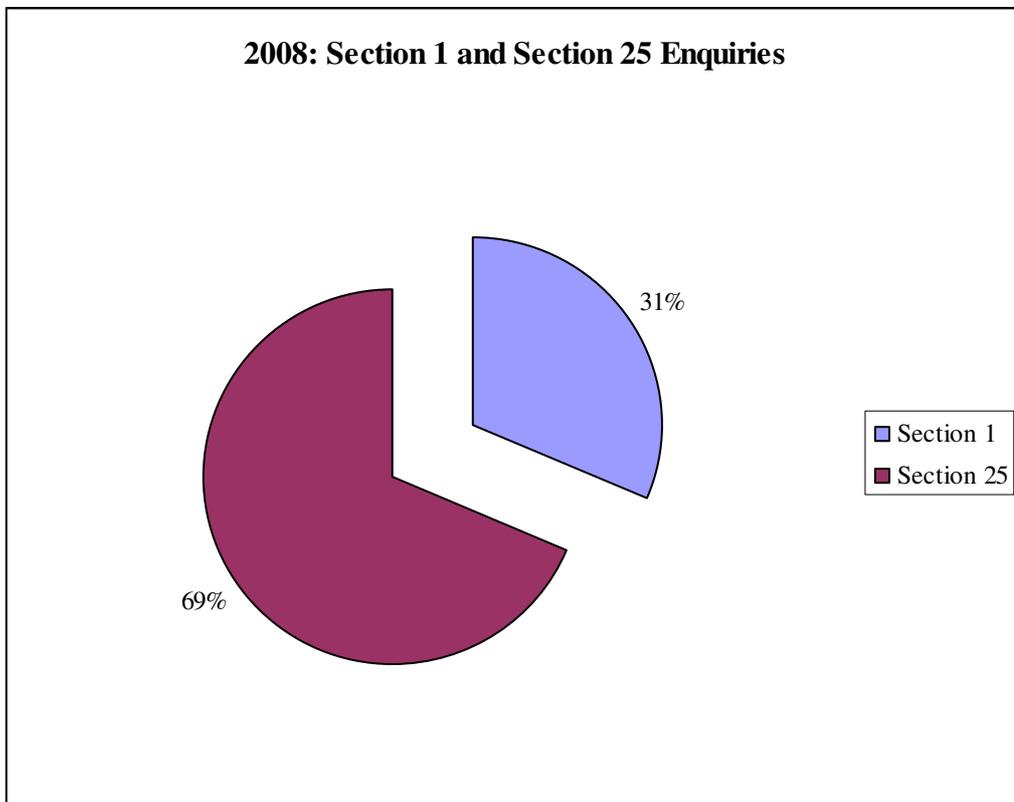
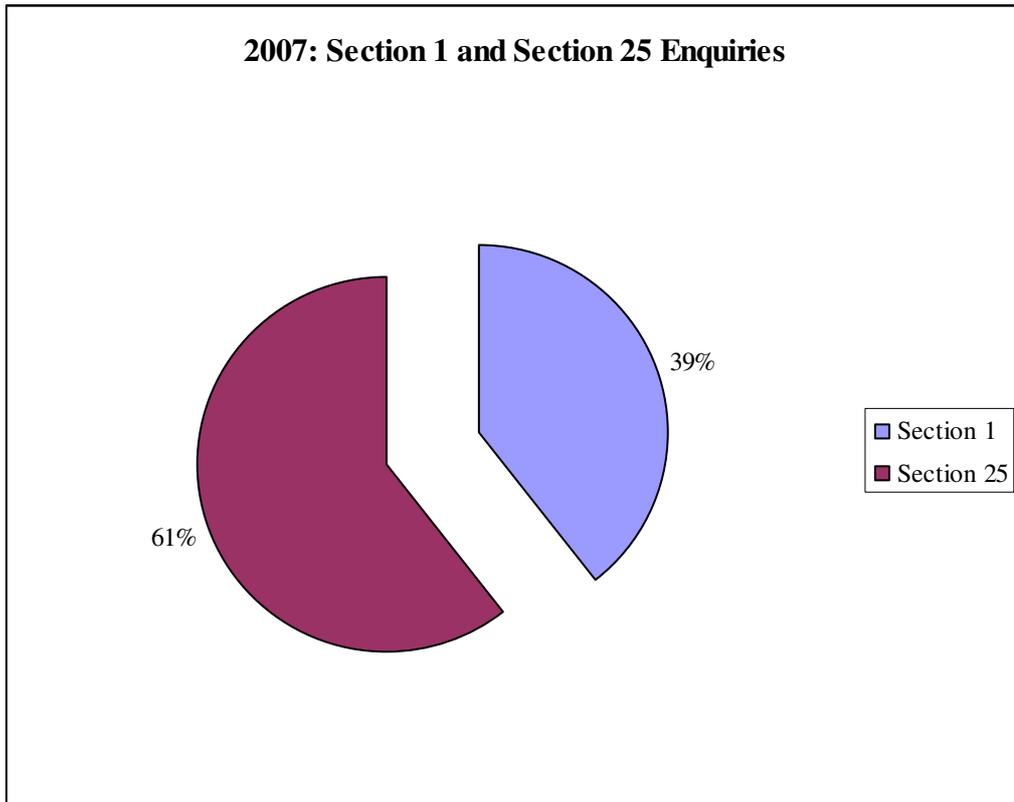
Section 1 enquiry: a formal FOI enquiry subject to the full terms of the Act, i.e. 20 working-day deadline, right to appeal etc.

Section 25 enquiry: an FOI enquiry falling under the exemption noted in section 25, that information requested is otherwise accessible and therefore not subject to the full terms of the Act.

For LHSA purposes, a section 1 enquiry requests information/material held by LHSA, but which is not catalogued and readily accessible; or information/material held elsewhere; a section 25 enquiry requests information/material which is held by LHSA and is catalogued and readily accessible.

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1.4.2 Percentage of FOI enquiries dealt with under Section 1 or Section 25 of the Act continued



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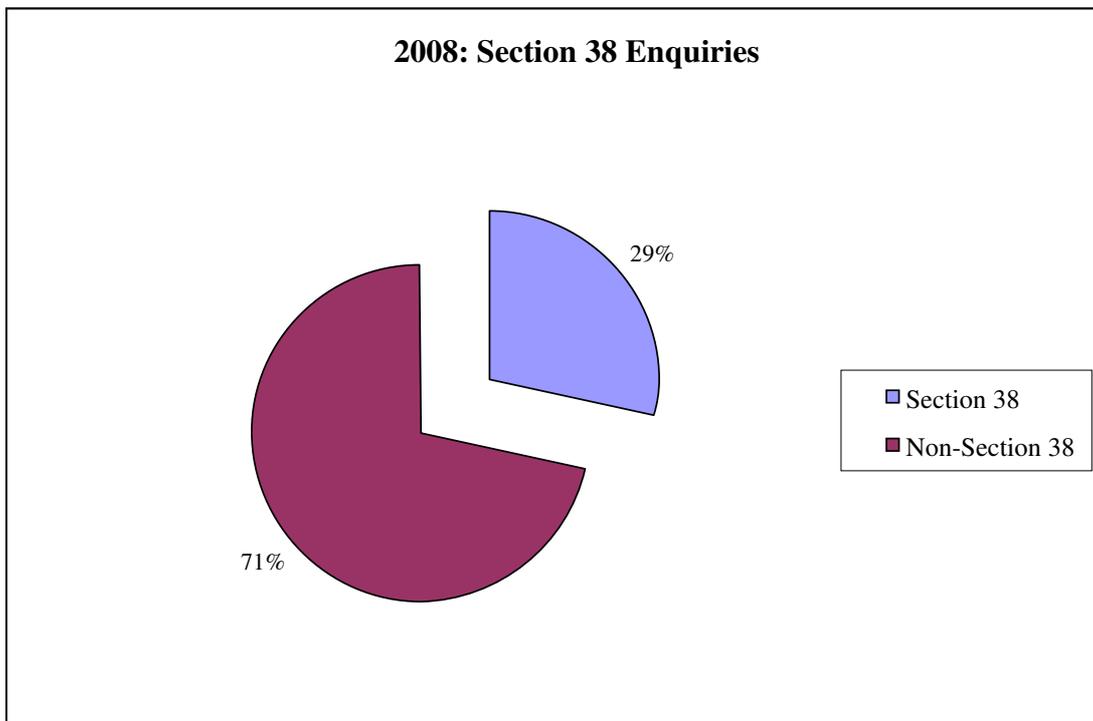
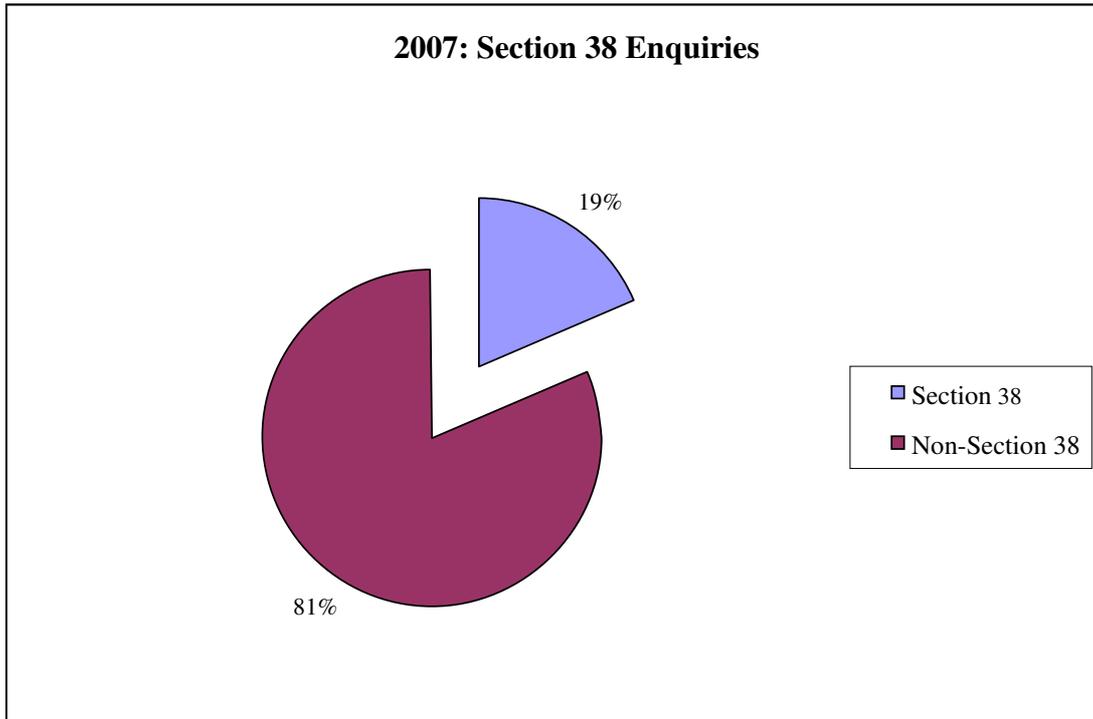
1.4.3 Percentage of FOI enquiries dealt with under Section 38 of the Act

An FOI enquiry received by LHSA is treated either as a Section 1 or Section 25 request. Either type of request can then fall under the exemption detailed in Section 38 of the Act.

A Section 38 enquiry requests personal information of a living individual or a deceased person's health record (within the last 100 years), and therefore is exempt from the full terms of the Act. If section 38 applies, the request will then be dealt with according to the UK Data Protection Act 1998 (personal information of a living individual) or the NHS Records Management Code of Practice 2008 (a deceased person's health record).

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1.4.3 Percentage of FOI enquiries dealt with under Section 38 of the Act continued



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1.5 Examples of enquiries received by LHSA in 2008

1. NHS Enquiry 1

"I am looking for a set of old psychiatric notes from the Royal Edinburgh Hospital which I am hoping you have.

Patient details - xx - dob. Casenote number - J1864.

Casenotes numbered with a 'J' are buff notes and cover a time period ending roughly in early 1960s.

Dr x, Consultant Psychiatrist, is looking for these notes but can you please send them to me so that I can log them and I will then forward them to her. If you would prefer me to collect the notes I would be happy to do so. Let me know and thank you for your help."

LHSA Response/Assistance

We were able to provide the Consultant Psychiatrist treating this patient with the patient's previous Royal Edinburgh Hospital casenotes from the 1960s. The casenotes were provided on loan to the NHS with a copy made for LHSA until the originals were returned.

2. NHS Enquiry 2

The Chairman of NHSL requested information held in the Archive relating to the history of Royal Edinburgh Hospital for Sick Children (REHSC) endowments provision and expenditure in relation to the current plans for re-provision of the REHSC.

LHSA Response/Assistance:

After some complex and detailed research LHSA was able to provide the enquirer with a summary of Scottish Hospital Endowments provision from 1947 onwards at a general, legislative and historical level. We offered to undertake further research in this area relating specifically to the REHSC but at the time of writing this has not yet been requested.

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3. Media Enquiry

We received an enquiry from the Glasgow Herald asking about the Astley Ainslie and Royal Infirmary of Edinburgh, in particular, looking for nurses' recollections and photos.

LHSA Response/Assistance

The enquirer was directed to the Pelican Association to obtain contacts for former nurses who might be willing to share their recollections. We were able to provide a selection of images of both hospitals.

4. Family History Enquiry

"I am writing to enquire whether it is possible to see the records for my great Uncle xx who died at Gogarburn Hospital on 09/12/1961 and was born on xx in Dunfermline, son of xx.

I would like to see any records solely for the purposes of family history, (I am descended from his brother xx)."

LHSA Response/Assistance

We were able to locate the relevant records in the Gogarburn Register of Defectives and the Register of Deaths. These records are closed under the terms of the NHS Records Management Code of Practice (2008) for 75 years from the date of last entry i.e. 1961. In cases like this LHSA makes an application for access to the Director of Public Health (NHSL Caldicott Guardian) on behalf of the enquirer. We present the details of the enquiry (including the reason behind the enquiry, e.g. family history) and the information contained in the records (to allow the Director of Public Health to consider the information's sensitivity). In this case, as the access was requested on family history grounds and given that the information held in the record wasn't contentious, the application was approved and access permitted.

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5. Police Enquiry

Lothian and Borders Police made a request to access Royal Infirmary of Edinburgh (RIE) Genito-Urinary Medicine Clinic (GUMC) registers to help investigate a cold murder case from the 1980s. The victim had been a patient at the GUMC in the 6 months prior to her death. New technology meant DNA evidence taken at the time could now be processed. Suspects were thought to have also been treated at the RIE GUMC over a 6 month period prior to her death and the police required to cross-check the list of male patients attending in the same time frame.

LHSA Response/Assistance

Sexual health records are extremely sensitive records, and in this case could involve living individuals, therefore the records are closed under the terms of the Data Protection Act. A request for access was made to the Director of Public Health explaining the nature of the enquiry and submitting a *Request for Disclosure of Personal Data* form citing exemption to the terms of the Data Protection Act under sections 28(1), 29(3) and Schedules 2 and 3. Access was approved and Lothian and Borders Police were allowed access under supervision of LHSA staff.

6. Local History Enquiry

“Proposed Research during 2008/2009

Inasmuch as it is possible I propose to carry out the following research using the Roll of Honour for Leith as the basis and other resources including web sites.

- *To locate the grave sites or memorials of commemoration of all those listed in the Roll of Honour. (The main resource being the Commonwealth War Graves Commission).*
- *To construct a map to indicate the location of the sites.*
- *To construct a map of Leith to show the family residences of each of the Fallen.*
- *To enumerate the numbers of each of those individuals in the regiments they served.*
- *To collate information on the year / month each of those individuals who died.*
- *To collate information on the ages of each of the individuals who died. These topics are not exclusive for as I proceed other factors may arise.*

I will publish the results and hope that these might be used as annexes to the current Rolls and provide a copy to LHSA and to Leith Library and also to any other relevant organisation.”

LHSA Response/Assistance

We had previously decided to digitise the Leith Roll of Honour, which is a heavily used resource. A digital copy was made available to this enquirer to assist in his research. He provides regular updates on his progress.

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1.6 Changes to enquiries recording from 2009 onwards

From January 2009 LHSA enquiries will be recorded in a new Access Database. This will allow us to improve our statistics and investigate in more detail the way the holdings are being used. It will record the following information:

Field	Explanation
Surname of enquirer	
First name of enquirer	
Reference Number	Created by LHSA staff
Date Received	
Deadline	20 working days if FOI applies
Date of initial answer(s)	
Date of Final answer	
Format of enquiry	Email, letter, phone, visit, web form
Origin of enquiry	NHS, EU staff, EU student, Other University staff, Other University student, School, College, Private, Media, Other archive/library/museum, Other
Section 1	Yes/No
Section 25	Yes/No
Section 38	Yes/No
Section 38 type	Data Protection Act/NHS Records Management Code of Practice
Owner of information requested	LHSA/other/not applicable
Date referred to DPH	
Date returned by DPH	
Time spent in minutes	
Number of days taken to complete response	
Type of Enquiry	Family history, local history, history of medicine, NHS patient information, NHS organisational/administrative information, image request, work experience/job hunting, medical advice, other
Notes	Brief details of enquiry

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2. Reading Room

2.1 Number of readers and number of productions

	2007		2008	
	Readers	Productions	Readers	Productions
January	24	47	14	54
February	22	76	12	30
March	26	119	14	47
April	12	59	18	63
May	9	22	9	71
June	12	21	0*	0*
July	39	104	2*	48*
August	26	56	1*	1*
September	19	55	4*	23*
October	8	49	14	148
November	24	86	30	100
December	14	46	6	12
Total	235	740	124	597

* Reading Room closed for MLRP (recant phase 2); access to readers was provided in exceptional circumstances only.

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3. Website

3.1 Number of 'hits' to LHSA website

	2007	2008
January	5751	5720
February	5124	4789
March	5600	4850
April	5202	5819
May	5740	6686
June	7179*	5745
July	6762*	4241
August	5692*	4607
September	4954	4283
October	5323	4895
November	4655	4790
December	4669	4643
Total	66651	55920
Average	5554	4660

* High figures may be a result of the high level of LHSA staff hits due to website review process.