

Ref. No: FOI2459
Date: 23/03/2026
Subject: Patient Portal Implementation and Subject Access Request Volumes

REQUEST & RESPONSE

Section 1 – Patient Portal Implementation

1. Does your Trust currently operate a patient-facing online portal that allows patients to access any part of their health record? (Yes / No)
2. If yes, what was the go-live date of the patient portal?
3. If your Trust has decommissioned or replaced a portal, please provide the relevant dates.
4. Which portal system does your Trust use? (e.g. *Patient Knows Best*)
5. Which of the following record types are currently accessible to patients through your portal? (Please confirm all that apply, and provide the go-live date for each, as some Trusts implement portal content in stages and this may be relevant to data interpretation)
 - Outpatient letters / clinical correspondence — *Date available from:*
 - Pathology / laboratory results — *Date available from:*
 - Radiology / imaging reports — *Date available from:*
 - Medications / prescriptions — *Date available from:*
 - Discharge summaries — *Date available from:*
 - Other (please list individually as above) — *Date available from:*
6. Are any record types withheld from portal access due to clinical safety or governance considerations? If so, please describe the categories withheld without disclosing any patient data.
7. How many patients have been registered on your portal since go-live? Please provide the number of registered patients for each consecutive financial year since launch, stating the year and number. A minimum of two years post go-live is requested where applicable. For example:

- Financial year – number of registered patients
- 2022/23 – registered patients
- 2023/24 - registered patients
- 2024/25 - registered patients

8. If your Trust records any additional measures of portal engagement beyond registered users, please provide this data. (e.g. active monthly users, log-in frequency, number of record views)

Section 2 – Subject Access Requests

To enable meaningful comparison, the following questions ask for SAR data relative to your portal go-live date confirmed in Question 2. Specifically, I am requesting data covering the two full financial years prior to and the two full financial years following that date.

9. How many Subject Access Requests did your Trust receive in each of those four financial years? Please confirm the specific years your response covers.
10. Of those received in Q9, how many were fulfilled in full in each of those years? (Outcome)
11. Of those received in Q9, how many were refused or rejected in each year, and the reasons given. (e.g. information already available via patient portal, request withdrawn, exemption applied)
(Approval status – Rejected)
12. Where your Trust records a breakdown of SAR request types, please provide the number of requests per category for each of those years. If your Trust uses different categories, please provide whatever breakdown is recorded. Common categories may include, for example:
- Full medical record
 - Partial medical record:
 - Imaging / X-rays only
 - Maternity records
 - Specific correspondence or outpatient letters
 - Other
- (type of request)

Section 3 – Correspondence and SAR Disclosure Methods

13. How does your Trust currently disclose SAR responses to patients? Please confirm all methods used and the approximate proportion of disclosures made by each method. (e.g., secure email, CD/USB, physical post, electronically via SAR portal or patient portal)

14. What is your Trust's current method for sending routine clinical correspondence to patients? Please confirm all methods used and, where known, when each method was introduced or changed. (e.g. physical post via post room, hybrid mail system, electronic delivery via patient portal, electronic discharge notifications)

RESPONSE

1 YES

2. First module taken live December 2023

3. N/A

4. Netcall Patient Hub

5. Which of the following record types are currently accessible to patients through your portal? (Please confirm all that apply, and provide the go-live date for each, as some Trusts implement portal content in stages and this may be relevant to data interpretation)

- **Outpatient letters— Date available from: September 2024**
- **Other**
 - 1. Waiting List validation — Date available from: December 2023.**
 - 2. Waiting Well – Available from January 2025**

6. Currently Paediatric specialties are excluded from the portal due to clinical risks associated with vulnerable/looked after children which have been sufficiently mitigated to enable them to go live.

7. Due to reporting limitations we are not able to provide a data item for registered patients, however for an indication of overall volume please see below the total volume of appointments communicated in FY 24/25 and 25/26.

- **2024/25 – Notifications: SMS: 139,210. Email: 6,028. NHS App: 12,518**
- **25/26: SMS: 547,374. Email: 27,701. NHS App: 84,612**

9. We have a range of data behind the portal, but as an indication, as of Feb 2026:

- **Approx 16k appointments a month are notified through the portal.**
- **75% appointment response rate (accessed via portal)**
- **35% of letters provided to the portal are prevented from print & post.**
- **~3k waiting well notification are sent per month.**
- **~2k waiting list validation notifications are sent per month.**

Response to Section 2 – Q9, 10, 11 and 12 (LSTHK and MWL)

Q9:

2022/23	2023/24	2024/25	2025/26
3549	3651	3454	4216

Q10:

LSTHK:

Row Labels	2022-2023	2023-2024	2024-2025
Closed after file review	468	505	256
Documents provided			21
SAR Disclosure	2961	2962	2677
SAR Nothing to Disclose/ Unable to Disclose	112	163	256
(blank)	8	21	244

For MWL, outcome of SAR is not recorded.

Q11:

LSTHK and MWL:

Row Labels	2022-2023	2023-2024	2024-2025	2025-2026
Closed	3540	3628	3395	3583
Confirmed		11	25	593
Potential		8	9	0
Rejected	9	4	25	40

Q12:

LSTHK and MWL:

Row Labels	2022-2023	2023-2024	2024-2025	2025-2026
Call Transcript			<5	
CCTV	<5	22	69	50
Complaints			<5	7
Email			7	18
Health Records	75	121	599	646

Health Records and other	32	23	47	136
Health Records and X-Rays	106	153	1257	1612
Health Records X-Rays and other	1068	860	665	255
Infected Bloods			<5	<5
Maternity			83	55
Other	6	10	18	10
Reports only	7	8	23	66
Staffing Records/Personal File	5	8	18	16
UTC - St Helens			14	15
UTC - Widnes			7	8
X-Rays	30	49	137	253
X-Rays and other	30	23	21	13
(blank)	2186	2374	485	1055

Q13. Secure email

Q14. For Therapies we send patients appointment letters via internal post but do email leaflets etc to patients if they agree and also use an online exercise tool called 'physiomed' to provide patients with exercises and track their home progress

For STHK secretaries – all clinic outcome letters get printed by our clerking team and sent out in the post

For STHK PBS – all appointment letters are printed centrally and sent out in the post. We also use Netcall Text Reminder service and call patients directly if it is short notice appointment

Cardiorespiratory do not send any clinical letters directly to patients. All reports go back to the referrer (GP, consultant, nurse, etc) who will then usually dictate a letter for their secretary to type.

For appointments letters they are printed within the team and sent out via the post. We'll call patients if the appointment is at short notice.

For S&O secretaries – all clinic outcome letters are sent to Synertec for printing.

For S&O PBS – all appointment letters are sent to Synertec for printing, only exception would be Antenatal if they require any letters to go first class they would print and send. We also use Netcall Text Reminder service and call patients directly if it is short notice appointment