

BIRMINGHAM & SOLIHULL MENTAL HEALTH NHS FOUNDATION TRUST

BACKGROUND

Birmingham and Solihull Mental Health NHS Foundation Trust is a leading provider of mental healthcare across the West Midlands and beyond, serving a diverse population of over 1.3 million. With more than 4,000 staff and an annual income exceeding £240 million, the Trust is recognised as one of the UK's most innovative mental health foundation trusts.

To support their commitment to transparency and data subject rights, the Trust engaged The DPO Centre to assess and strengthen their Data Subject Access Request (DSAR) response processes.

KEY CHALLENGES



MANAGING COMPLEX
DSARS



HANDLING LARGE
VOLUMES OF DATA



STRENGTHENING
GDPR AWARENESS



**Birmingham and Solihull
Mental Health**
NHS Foundation Trust

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‘The advice and support we received from our outsourced DPO was **invaluable.**’

Maria Kane, Head of Records at Birmingham & Solihull Mental Health NHS Foundation Trust

SOLUTIONS

The designated DPO worked with the Trust's Head of Records to review how DSARs were handled, identifying where processes worked well and where improvements could be made. Past requests were examined to confirm they were being managed in line with GDPR requirements and to highlight opportunities to improve consistency and response quality.

The review confirmed the Trust had a solid framework in place while highlighting practical steps to improve clarity and compliance, reducing the risk of challenge. Privacy notices and standard response wording were also updated, as well as delivering workshop-based staff training. The interactive sessions gave teams clearer guidance, improved confidence when handling requests, and supported more consistent DSAR responses across the organisation.

OUTCOME

Maria Kane, Head of Records at Birmingham & Solihull Mental Health NHS Foundation Trust, said: 'Working with The DPO Centre has been incredible from start to finish. The audit was thorough, allowing us to delve deeply into our processes and instil confidence in our existing procedures. The advice and support we received from our outsourced DPO was invaluable and the whole team at The DPO Centre were on hand to support us every step of the way. Our staff have now realigned with the process and can effectively deal with DSARs. An extremely beneficial piece of work for our organisation.'

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