

MMA Legal
Email to: evidence@mmalegal.co.uk

Information Governance Department
NHS Greater Glasgow & Clyde
2nd Floor, 1 Smithhills Street
PAISLEY
PA1 1EB

Date: 29/04/2026
Our Ref: 2026-27-21-CR-JS-MMA
Your Ref: 100237
Contact: Carolanne Roe
Tel: 0141 355 2059
Email: ggc.dataprotection.generic@nhs.scot

Dear Sir/Madam

Subject Access Request under the UK General Data Protection Regulation

Thank you for your letter dated 23/04/2026 in which you seek a copy of your client's personal information as follows:

- Medical Records including historic and archived records
- Social work records
- Incident reports including
- Complaints, investigations, and outcomes
- Correspondence between staff and external agencies

Your request has been passed to us from the archive team as they do not hold any information relating to living individuals. Your request has also been passed on to our Health Records Team at ggc.sarteam@nhs.scot, who will search for any medical records, including historic or archived. The team will be in touch separately.

Information governance will search for information that may be held outside of medical records, such as emails, communications, complaints files, incident reports etc.

Please note you may wish to contact NHS Lanarkshire for any records they may hold in relation to your client. For social work records you will also need to contact the relevant local authority.

I note from the correspondence that you have asked for correspondence between staff. In order for us to assist you with this I would be grateful if you could give an indication of any specific information you are looking for or details of anyone who may hold information. As a data controller we are required to make reasonable efforts to find and retrieve the requested information, however, we are not required to conduct searches that would be unreasonable or disproportionate to the importance of providing access to the information [Right of access | ICO](#). Our normal practice in response to a SAR is to identify individual staff who may hold specific information as it is not proportionate or appropriate for us to carry out a search of all our NHSGGC systems.

We are very keen to fully support your request but if it is not possible to narrow the search down or to identify specific documents, there is a risk that you may not receive all the information you are looking for as we will only be able to undertake a basic search.

If you could get back to me at your earliest convenience this will allow us to proceed with the relevant searches.

Yours sincerely

Carolanne

Carolanne Roe
Information Governance Officer
Information Governance Department