



CoreStream GRC empowers Nottingham University Hospitals to transform data transparency and compliance programs

CHALLENGE

Limited systems, visibility, and increasing demand

Nottingham University Hospitals (NUH) faced significant challenges managing **Subject Access Requests (SARs) and Freedom of Information (FOI) requests**. Processes were manual and inconsistent, ranging from paper forms and emails to spreadsheets, making it difficult to track progress, meet deadlines, and maintain audit readiness.

“With the volume of requests increasing, our manual process just couldn’t keep up,” said Marc Wilson, Head of Information Security & Data Protection. “It was clear **we needed to standardize, centralize, and digitize.**”

The lack of visibility across teams often led to delays, confusion, and operational inefficiencies, highlighting the urgent need for a more streamlined and transparent approach.

SOLUTION

CoreStream GRC as a central hub for data protection

To meet their growing compliance and operational needs, NUH partnered with **CoreStream GRC** to implement a tailored solution for managing SARs and FOI requests. Working closely with their account manager, the team designed a system that reflected the Trust’s specific workflows and priorities.

The impact was immediate and measurable. Manual processes were replaced with simple, automated tasks, reducing steps from minutes to seconds. “We went **from 5–10 minutes for one task to just 5 clicks**,” said Andrew Tait, Data Protection & Security Support Specialist.

Staff reported **saving 3–5 hours per week**, while full audit trails brought greater accountability and visibility. “It’s clear who’s responsible for what and where each request is in the process,” Andrew added.

The system also **enabled long-term planning**: “We can now spot trends and align resources to meet demand. It gives us real insight,” said Marc Wilson, Head of Information Security and Data Protection. Training new users became effortless thanks to short, custom videos and an intuitive design, with **onboarding taking under 15 minutes**.

Routine tasks, like chasing FOI leads, were also automated, freeing up valuable time across the team.

ABOUT NHS NOTTINGHAM UNIVERSITY HOSPITALS

One of the largest NHS Trusts in the UK, NUH receives thousands of data access and freedom of information (FOI) requests every year.

- **19,000** employees
- **4** hospitals
- **10,000** SARs processed annually



“CoreStream GRC is committed to providing innovative and customizable solutions that meet the specific needs of our clients. Working with NUH has been an exciting opportunity to demonstrate how our platform can empower organizations to manage their **information assets efficiently and securely.**”

Sophie Lis,
Director of Compliance & Data
Governance,
CoreStream GRC

⇒ corestream grc



Manage your SARs and FOIs effectively with CoreStream GRC's flexible, purpose-built tool

OUTCOME

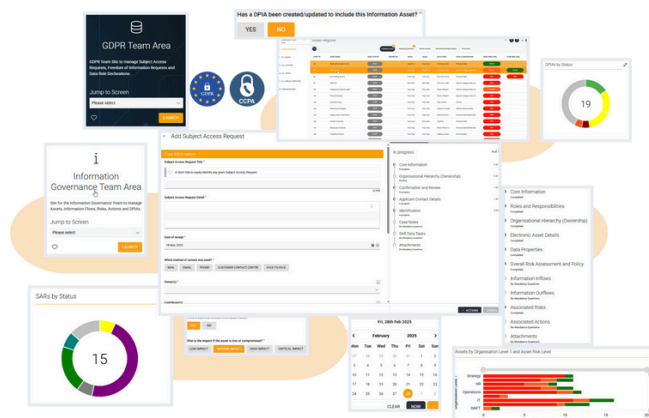
Real impact: from challenges to full control for the NHS Trust

Before CoreStream GRC, nobody had answers. Now everything is **logged, tracked, and actionable**.

"Before, record keeping and filing was a challenge due to the volume. Now, the system is digitalized and standardized, giving us more accessibility and visibility ." – Andrew Tait.

"The data from CoreStream has been crucial. It's helped us plan ahead and resource with confidence." – Marc Wilson

CoreStream GRC has become a strategic enabler for NUH, not just a system. It made processes auditable and empowered the team, from frontline users like Andrew and FOI leads, to senior leadership like Marc, **to spend less time chasing data and more time using it**.



CoreStream GRC's commitment to NHS Trusts

CoreStream GRC is a trusted partner to numerous NHS Trusts across the UK, helping teams stay compliant with privacy regulations while streamlining high-volume processes like SARs and FOIs.

From Nottingham University Hospitals NHS Trust to NHS Health Education England and many others, our clients rely on CoreStream GRC to bring **structure, automation, and transparency** to their data management and compliance workflows.

With a **user-friendly, no-code interface and customizable features**, CoreStream GRC is the ideal solution for public sector organizations seeking clarity, accountability, and real results, without the complexity of traditional software.

Read more here.



"Sophie's [account manager] has been really, really good. She understands our pain points, our volumes, and why we need something different. We've built a solution that works for us, but it's transferable, not bespoke. That makes it more powerful for everyone."

Marc Wilson
Head of Information Security and Data Protection

