



Ref: FOIA Reference 2019/20-291

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 22nd August 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 19th August 2019 requesting information under the Freedom of Information Act (2000) regarding Health Records Digitisation.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 We would be grateful if you could clarify your Trusts current position in relation to Health Records digitisation by answering the following questions – we are however aware of a previous FOI submitted in 2013/14. If there has been no change since the previous response, please confirm no change has occurred. If changes have occurred, please review and respond to the below.

1. Has your Trust digitised its active Health Records by scanning them to an Electronic Document Management (EDM) System?

If Yes, please proceed to Question 2.

If No, please proceed to Question 3.

A1 Yes

Q2 Question 2)

2.1) When did the Trust procure the system?

2.2) When did the system go-live within the Trust?

2.3) If the projects roll-out has completed, when did the Trust reach a Business as Usual (BAU) state?

2.4) Which EDM vendor has the Trust contracted with?

2.5) Which scanning provider delivered the scanning contract? If this was delivered by an internal Trust scanning bureau or the Trust transitioned to internal scanning, please provide detail.

2.6) At the point of scanning records, was the vendor or internal bureau accredited to BS10008?

2.7) Which of the following statements best represents the scanning approach undertaken:

- a. All physical Health Records have been scanned to the EDM system.
- b. Only records required for upcoming attendances (On-demand) were scanned, all other records remained as paper and were destroyed in-line with their retention profile.
- c. A mixture of On-demand scanning and scanning notes which had been historically active recently, leaving inactive notes as paper.
- d. No historic notes were scanned, instead only new records are digitised. The entire Health Records library is retained until each records retention profile is met.

A2 Please see below:

2.1) When did the Trust procure the system?	<ul style="list-style-type: none"> • Royal Stoke purchased software in 2005 • County Hospital purchased software in 2012/13
2.2) When did the system go-live within the Trust?	As above for scanned records although more recently – 2017 commenced with digitally recorded directly to the Trust's in house developed iPortal
2.3) If the projects roll-out has completed, when did the Trust reach a Business as Usual (BAU) state?	Ongoing programme for digitalisation
2.4) Which EDM vendor has the Trust contracted with?	<ul style="list-style-type: none"> • In house developed clinical portal (iPortal) • C-Cube Solutions for the Document Management System
2.5) Which scanning provider delivered the scanning contract? If this was delivered by an internal Trust scanning bureau or the Trust transitioned to internal scanning, please provide detail.	Internal scanning bureau
2.6) At the point of scanning records, was the vendor or internal bureau accredited to BS10008?	Yes
2.7) Which of the following statements best represents the scanning approach undertaken:	
a. All physical Health Records have been scanned to the EDM system.	Not applicable
b. Only records required for upcoming attendances (On-demand) were scanned, all other records remained as paper and were destroyed in-line with their retention profile.	Not applicable
c. A mixture of On-demand scanning and scanning notes which had been historically	Yes

active recently, leaving inactive notes as paper.	
d. No historic notes were scanned, instead only new records are digitised. The entire Health Records library is retained until each records retention profile is met.	Not applicable

Q3 3.1) Is the Trust currently considering options for implementing an EDM and/or scanning activities for Health Records.

3.2) Has the Trust prepared a Business Case to consider the benefits and costs of implementing an EDM solution?

3.2) Is the Trust waiting for opportunities for central funding support before committing to approving any business case?

A3 Please see below:

3.1) Is the Trust currently considering options for implementing an EDM and/or scanning activities for Health Records.	UHNM currently scan outpatient activity that is generated in paper form but has no plans to extend this as other information will be available digitally
3.2) Has the Trust prepared a Business Case to consider the benefits and costs of implementing an EDM solution?	Not applicable
3.2) Is the Trust waiting for opportunities for central funding support before committing to approving any business case?	Not applicable

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

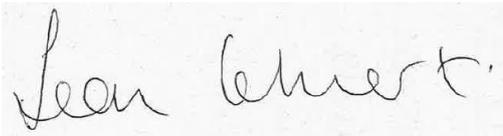
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Jean Lehnert
Information Governance Manager