



Ref: FOIA Reference 2018/19-092

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

Date: 25<sup>th</sup> May 2018

Tel: 01782 676474  
Email [foi@uhn.nhs.uk](mailto:foi@uhn.nhs.uk)

Dear

I am writing in response to your email dated 10<sup>th</sup> May 2018 requesting information under the Freedom of Information Act (2000) regarding handwritten notes for patients.

As of 1<sup>st</sup> 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 Does your organisation use handwritten notes for patients?**

A1 Yes

**Q2 How is the data stored on your systems e.g. excel spread sheets, word?**

A2 Patient medical records are either recorded manually and held in the hard copy medical record, some of this information may be scanned in to the Electronic Document Management System or some clinicians enter the information directly in to the Trust's iPortal (Electronic Patient Information System) against the individual patient record.

**Q3 How many times have patient records been recorded as lost or stolen in the last financial year?**

A3 Once, however this was related to previous hardcopy legacy record that could not be located.

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

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

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<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>. Where information was created by third parties, you should contact them directly for permission to re-use the information.

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](http://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,

A handwritten signature in black ink, consisting of a large, loopy initial 'M' followed by a horizontal line extending to the right.

Mojgan Casillas  
**Interim Information Governance Manager**



**University Hospitals  
of North Midlands**  
NHS Trust