



**University Hospitals
of North Midlands**
NHS Trust

Ref: FOIA Reference 2018/19-249

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

Date: 11th September 2018

Tel: 01782 676474
Email FOI@uhn.nhs.uk

Dear

I am writing in response to your email dated 27th July 2018 requesting information under the Freedom of Information Act (2000) regarding Electronic Patient Records and Document Scanning. I apologise for the delay in responding.

I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in question 9 is not held centrally, but may be recorded in individual departmental records. In order to confirm whether this information is held we would therefore have to individually access all departmental records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all departmental records and then extracting relevant information would take longer than the 18 hours allowed for.

Under section 16 of the FOI Act we are required to provide requestors with advice and assistance where possible. We would therefore like to advise you that if your request is shortened to just the remaining questions we are able to comply within the 18 hour time frame. In order to avoid delay to your response we have provided this below.

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 Does the Trust manage the digitisation of its patient records on-site or is this an outsourced service?

A1 On-site

Q2 If outsourced who is the current provider, when did the contract start and what is the contract term?

a. Was this contract awarded via any Frameworks e.g. CCS RM1063?

b. What is the cost of digitising patient records within the Trust?

c. What is the cost of digitising patient records with outsourced providers?

d. What are the Trusts targets for having patient files scanned and hard-copy notes available as digital images?

A2 Please see below:



a. Was this contract awarded via any Frameworks e.g. CCS RM1063?	Not applicable - in-house
b. What is the cost of digitising patient records within the Trust?	Not applicable - in-house
c. What is the cost of digitising patient records with outsourced providers?	Not applicable - in-house
d. What are the Trusts targets for having patient files scanned and hard-copy notes available as digital images?	Not applicable - in-house

Q3 If the patient file scanning is provided in house how many staff are involved in:
a. Preparing and/or scanning medical records/patient files?
b. Distributing (delivering or collecting) physical notes around the estate?

A3 Please see below:
 a) Total staffing in the scanning department = 20 WTE
 b) Information not held as we are unable to quantify the amount of time as the distribution of files is undertaken by numerous departmental staff, including Porters, Ward reception staff and Medical Secretaries.

Q4 What is the volume of patient record creation per day/week/month by the trust (day forward records)?
a. Is the scanning of patient records linked to any Document Management systems?
b. If so can you confirm which ones are used within the Trust?

A4 Please see below:
 A) Yes
 B) Document management system used for both sites = C-cube Solutions

Q5 What is your average number of daily created paper records?

A5 Approximately 35 per day

Q6 Does the Trust currently scan documents at department level?
a. If so, what hardware is used to scan records?
b. How were they procured?
c. Who in the Trust is responsible for the contract management and procurement of these technologies?

A6 Please see below:
 a) Some information may be scanned at local level within departments (single documents) but if part of a patient record this is scanned within the main scanning bureau
 b) Canon
 c) Phil Williams: Head of Service Delivery

Q7 Please outline which departments are scanning physical paper records and average daily volumes, both back scan and day forward (if they can be separated)

A7 Information scanned by Health Records for day forward records – back scanning of records is no longer completed.

Q8 Is there a quality standard to adhere to within the Trust for scanning paper notes?

A8 All records undergo a quality assurance check within Health Records once scanned to ensure that the information is visible and of good quality

**Q9 Does the Trust scan other records than patient files?
a. If yes could you please supply daily volumes of record scanning?
b. If yes, please also supply types of records which are scanned?**

A9 Section 12 exemption as detailed above

Q10 Can you please provide the contact details including email address/format of the Trust's IT Director?

a. If the IT Director is not responsible for digital transformation, please supply contact details, including email address/format of the person(s) who are.

A10 Mark.Bostock@uhnms.nhs.uk (Director of IT)

Q11 Could you please supply a current organisational chart for medical records, digitisation services and digital transformation programmes?

A11 Please see attached document

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

UHNMS 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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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.uhnms.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,



Leah Carlisle
Deputy Head of Quality, Safety & Compliance