



Ref: FOIA Reference 2023/24-028

Date: 27th December 2023

Email foi@uhn.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 14th April 2023 requesting information under the Freedom of Information Act (2000) regarding document management services

On 29th June 2023 we contacted you via email as we require clarification on 4C- this is very generic, what Type of storage ? Digital, hard copy storage? On site/off site, do we include staffing cost for this

On 20th July 2023 you replied via email with:
'Yes please, this 4c refers to on and off-site, digital and hard copy storage, happy to have them broken down or as a single combined figure.'

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 I am writing to submit a formal request under the Freedom of Information Act (FOIA), for access to information related to use of print and print stock management including printed stationery, covering both your operational print requirements and communications requirements; Electronic Patient Records (EPR) systems and use of document management services.

**As a member of the public, I am seeking information related to the agency's records management practices, policies, and procedures.
I would be most grateful if you would provide me details in respect to the following:**

A. Print and print stock management

- 1. (a) What is the actual spend on print stock management including printed stationery in the last year broken down by contractual managed stock and ad-hoc (non-stock)?**
- (b) What is the actual spend on print stock management including printed stationery over the last 5 years broken down by contractual managed stock and ad-hoc (non-stock)?**
- 2. What is the trust spending on print stock management including printed stationery – both operational and communications spend that isn't covered contractually?**
- 3. Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?**
- 4. (a) Has a decision been made yet on whether the framework(s)/contract(s) are being extended or renewed?**
- (b) If yes, what decision was made?**
- (c) If no, what is the reason the contract is not being extended or renewed?**

5. What are the criteria used in selection of print management suppliers?

B. Electronic Patient Records EPR

1. Please could you confirm the main EPR system (e.g Cerner Millennium, EPIC etc.) in place at your Trust?
2. (a) If you currently do not have an EPR system in place, do you have plans to implement one? (Yes/No)?
(b) If yes, when?
3. Will a paper scanning system (such as MediViewer) be used in conjunction with the EPR system for existing patient records and future documentation of patient records?
4. Is the department required to maintain paper records as well as digital records of patients?
5. (a) Are EPR systems used alongside paper records or only one of the two?
(b) If only one, please specify which is currently used.
6. (a) Is there an existing project in place to fully implement EPR to replace all paper records?
(b) If so, what is the expected timeline for this project?
(c) If not, is there a plan to introduce one?

C. Document Management Services

1. What is the actual spend on Electronic Documents and Records Management Systems (EDRMS) over the last 5 years?
2. What is the actual spend on digital mail rooms and/or hybrid mail rooms over the last 5 years?
3. What is the actual spend on document scanning over the last 5 years?
4. What is the actual spend on document storage over the last 5 years?
5. What is the actual spend on digital dictation over the last 5 years?
6. What is the actual spend on workflow process automation and cloud services over the last 5 years?
7. (a) Are there existing contracts for these services?
(b) If yes, who are the current suppliers broken down by EDRMS, digital mail rooms and/or hybrid mail rooms, document scanning, document storage, digital dictation workflow process automation and cloud services?
8. (a) Were these contracts awarded following a tender process conducted under a framework?
(b) If so, kindly provide details.
9. When were the contracts awarded, and for what period of time?
10. What are the records retention schedules including any schedules that outline the length of time records are to be retained and their final disposal, such as destruction or transfer to an archive?

A1 Refer to the attached spreads sheet

*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.

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at <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.

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.

Yours,



Rachel Montinaro
Data Security and Protection Manager - Records