



Tuesday, 16 April 2019

Daniel Stonard

E.mail: [request-568397-823ab535@whatdotheyknow.com](mailto:request-568397-823ab535@whatdotheyknow.com)

Dear Daniel

***Freedom of Information Act Request: Our ref #1601***

Thank you for your FOI request regarding electronic patient records and document scanning. Please find below our response:

1. Does the trust manage the digitisation of its patient records on-site or is this an outsourced service? **There is no programme of digitisation**
2. If outsourced who is the current provider, when did the contract start and what is the contract term? **Not applicable**
3. If the patient file scanning is provided in house how many staff are involved? **Not applicable**
4. What is the volume of patient record creation per day/week/month by the trust (day forward records)? **No records are digitised**
5. What is your average number of daily created paper records? **We are unable to provide an answer to this question as it would take more than 18 hours to collate the information.**
6. Does the trust currently scan documents at department level? **No**
7. Please outline which departments are scanning physical paper records and average daily volumes, both back scan and day forward (if they can be separated). **None**
8. Is there a quality standard to adhere to within the trust for scanning paper notes? **No**
9. Does the trust scan other records than patient files? **No**
10. Can you please provide the contact details including email address/format of the trust's IT Director? **The Trust does not have an IT Director. IT falls within the remit of our Director of Finance, Mr Steve Washbourne. E.mail: [Stephen.washbourne@nhs.net](mailto:Stephen.washbourne@nhs.net)**
  - 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. **Mr Mark Bemrose, Network manager. E.mail: [mark.bemrose@nhs.net](mailto:mark.bemrose@nhs.net)**
  - b. Please also supply the details of those responsible for managing patient records (scanning, physical storage and delivery etc). **Mr Matt Payne. Clinical Service Manager E.mail: [matthew.payne2@nhs.net](mailto:matthew.payne2@nhs.net)**

11. Could you please supply a current organisational chart for medical records, digitisation services and digital transformation programmes? **This information is not available.**

I hope that this response answers your request, however please let me know if it does not. If you are unhappy with the Trust's response you can appeal to:

Paul Athey  
Acting Chief Executive  
The Royal Orthopaedic NHS Foundation Trust  
Trust Headquarters  
Bristol Road South  
Birmingham  
B31 2AP

If you then remain dissatisfied, you have the right under section 50 of the Freedom of Information Act to apply to the Information Commissioner to seek resolution to the matter.

Further details can be found on the website: <http://www.informationcommissioner.gov.uk/>

Yours sincerely

A handwritten signature in black ink that reads "Simon Grainger-Lloyd". The signature is written in a cursive style. Below the signature, there is a horizontal line that starts under the first part of the name and extends to the right, ending under the last part of the name.

**Simon Grainger-Lloyd**  
**Associate Director of Governance & Company Secretary**