

12 February 2021

Freedom of Information
Barts Health NHS Trust
Information Governance (FOI)
Shape Your Story
Floor 9, 20 Churchill Place
London, E14 5HJ

Dear Daniel Stonard

Your Request for Information: FOI-0038-21

Thank you for your request for information which has been processed under the Freedom of Information (FOI) Act 2000.

Your request and the response are below:

This is a follow up request related to your previous request, our reference FOI-0573-20 which was asking for Trust-wide information.

Your request

please only provide the information relevant to the health records department.

Our response

Please see our responses below as they relate to the Health Records Department.

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

On site

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

Not applicable

- 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?**

Not applicable



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

The Trust is moving towards paper-lite clinics.

3. If the patient file scanning is provided in house how many staff are involved in:

3 Whole Time Equivalent (WTE)

a. Preparing and/or scanning medical records/patient files?

Preparation of files for paper based clinics is done by a team of 26 WTE

b. Distributing (delivering or collecting) physical notes around the estate?

5 WTE

c. Retrieving and collecting physical notes from on-site stores?

5 WTE

4. What is the volume of patient record creation per day/week/month by the trust (day forward records)?

Approx 7,600 per month

a. Is the scanning of patient records linked to any Document Management systems?

Yes

b. If so can you confirm which ones are used within the trust?

Health Records teams scan directly into Cerner Millennium (our Electronic Patient Record)

5. What is your average number of daily created paper records?

Approx 350 per day

6. 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?

Not applicable

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).

Not applicable

8. Is there a quality standard to adhere to within the trust for scanning paper notes?

Yes

9. 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?

Not applicable to Health Records.

10. Can you please provide the contact details including email address/format of the trust's IT Director?

Sarah Jensen, Chief Information Officer

Please note:

The direct email address or contact number has not been included as the Trust considers that disclosing this information may not be fair processing under the Data Protection Act. Accordingly, and in accordance with Section 40(2) of the FOI Act, this information has not been provided.

You are not permitted to use personal data for electronic marketing (telesales, e-mail) to our staff in accordance with the Privacy and Electronic Communications (EC Directive) Regulations 2003. Provision of such personal data in response to a Freedom of Information request does not constitute consent to marketing from the individual concerned.

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.

b. Please also supply the details of those responsible for managing patient records (scanning, physical storage and delivery etc).

General Manager – Outpatients

The Trust considers that providing names of staff whose names are not already published on our website as well as direct email addresses may not be fair processing under the Data Protection

Act. The Trust therefore considers this information exempt in accordance with Section 40(2) of the FOI Act, accordingly this information has not been provided.

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

Please see attached:

- FOI-0038-21 - Attachment

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If you are dissatisfied with how your request has been handled, please contact the FOI Team to see if your concerns can be addressed informally.

Alternatively, you can request a formal internal review of our response. Please state that you are requesting an internal review and address your complaint in writing to:

Head of Information Governance
& Trust Data Protection Officer
Barts Health NHS Trust
Email: foi.bartshealth@nhs.net

Postal address:
Head of Information Governance
& Trust Data Protection Officer
Barts Health NHS Trust
Information Governance
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Floor 9, 20 Churchill Place
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If, after we have addressed your complaint, you remain dissatisfied with how we have responded, you are entitled to appeal to the Information Commissioner (Tel: 01625 545 745). Details are shown at www.ico.org.uk.

Yours sincerely,

Freedom of Information Team
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Website: www.bartshealth.nhs.uk
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