


Daniel Stonard
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Freedom of Information
Communications and Engagement
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Date: 03 June 2019

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Dear Mr Stonard

Re: Freedom of Information Act 2000 (FOI) request ref: 5996

Further to your request dated 14 April 2019, please find our response to your enquiry below.

Please note - We don't currently scan any records. Therefore all questions except 5, 10 and 11 are not applicable.

1. Does the trust manage the digitisation of its patient records on-site or is this an outsourced service?
2. 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?
3. 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?
 - c. Retrieving and collecting physical notes from on-site stores?
4. 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?



5. What is your average number of daily created paper records?
On average 210 patients had new paper record case notes created each day between 01/04/2018 – 31/03/2019
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?
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).
8. Is there a quality standard to adhere to within the trust for scanning paper notes?
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?
10. 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.
 - b. Please also supply the details of those responsible for managing patient records (scanning, physical storage and delivery etc).

This comes under the responsibility of Mr Umesh Gadhvi – Director of IM&T
PA - deborah.edwards10@nhs.net
11. Could you please supply a current organisational chart for medical records, digitisation services and digital transformation programmes?
Please see attached current organisational structure for Health Records.
The Trust does not currently have a digitalisation service or digital transformation program or equivalent.

If you wish to discuss our answer, please contact us, quoting the above reference number. If you are unhappy with the service and wish to make a complaint or to request a decision review, please contact our Information Governance Manager within 2 months from the date of our response:

The Information Governance Manager bhrut.informationgovernanceig@nhs.net

You may also apply directly to the Information Commissioner for a decision if you are not satisfied with the outcome of your complaint or review. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust. The Information Commissioner's details: Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF
T: 08456 30 60 60 or 01625 54 57 45 | W: www.ico.gov.uk

We value feedback from our applicants regarding their satisfaction with the FOI response and the service they receive, as such we would appreciate you taking a few minutes to complete and return the attached questionnaire.

Yours sincerely

T Rasool – Information Officer

Communications Team

Barking, Havering and Redbridge University Hospitals NHS Trust

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