

Freedom of Information Act 2000 – Request Reference FOI 17/140
Managed Printing Services

Request details

Please can you assist me in providing the following information about the University Health Board:-

1. How many printers/MFD's does the University Health Board have?
2. Does the University Health Board have a Managed Print Service contract?
3. If so, who provides the Managed Print Service?
4. When was the contract awarded and what is the length of the contract?
5. What is the approximate spend on print annually?
6. Who is responsible at the University Health Board for the running/upkeep of the Managed Print Service solution?
7. Does the University Health Board have a strategy to manage patient records electronically? If so please detail.
8. Does the University Health Board have an EDRMS (electronic document records management system)?
9. If so which EDRMS software does the University Health Board have?
10. Does the University Health Board have plans to procure an EPR / EDRMS / records management solution?
11. How many physical patient record sets does the University Health Board have?
12. Does the University Health Board utilise a 3rd party storage organisation to store / manage paper notes? If so please detail.
13. Has the University Health Board scanned any patient records – in-house via a 3rd party scanning bureau? If so how many records have been digitised?
14. Does the University Health Board have dedicated storage library space for health (and corporate / non-clinical) records?
15. How many personnel are employed within the health records management team (to file, retrieve, update physical records)?
16. Does the University Health Board manage its own incoming mail or is this service outsourced?
17. If outsourced, who is the current provider, when did the contract start and what is the contract term?
18. What is the volume of outgoing mail sent by the University Health Board?
19. Does the University Health Board have any hybrid mail services for sending letters or other correspondence?
20. If yes, who is the hybrid mail provider, when did this contract start and what was the contract term?
21. What is the University Health Board's percentage of DNA's (Do not attend)?

Response

1. As of 2016 we have approximately 1200 printers throughout Cardiff and Vale University Health Board (the UHB)
2. The UHB does not have a managed print service- print services are managed in-house.
3. See above
4. Not applicable
5. We do not centrally record the spend on printing services as separate and distinct from other IT related costs. It is therefore not possible to disaggregate the costs of this spend.
6. Medical Illustration
7. Yes, as incorporated into the Strategy
8. Not Applicable- there is not a single EDRM used
9. Not Applicable- there is not a single EPR used
10. Not applicable
11. Approximately over one million.
12. The UHB predominantly uses it's own storage facility but also utilises an NHS Wales facility for offsite storage, along with some third party storage
13. Yes. Approximately 60,000
14. Yes
15. All incoming post is managed in-house with other internal mail.
16. Not applicable
17. Approximately 1.5 million items per annum
18. No
19. Not applicable
20. Not applicable
21. Approximately 10%