

27 May 2021

Information Rights & Compliance Team  
99 Waverley Road  
St Albans  
Hertfordshire  
AL3 5TL

Tel: 01727 804954  
Email: [Hpft.foi@nhs.net](mailto:Hpft.foi@nhs.net)

Our Ref: FOI/03952

Thank you for your request concerning Records Digitisation.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

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

This information is already in the public domain<sup>1</sup>. Please follow this [link](#) to a previously published response. (FOI2860)

**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?**

Not applicable.

**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?**

All staff with access to our Electronic Patient Recording system.

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

Not applicable

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

Every Team has the facility to recall physical notes from our off-site provider.

**4. Does the trust scan other records than patient files?**

Yes

<sup>1</sup> Section 21 - Information is accessible through other means

**a. If yes could you please supply daily volumes of record scanning?**

This information is not held in a reportable format<sup>2</sup>.

**b. If yes, please also supply types of records which are scanned?**

This is not recorded information<sup>2</sup>. However to be helpful under S16 – Duty to provide advice and assistance we can confirm that any type of document received or held by the Trust can be scanned.

**5. Can you please provide the contact details including email address/format of the trust's IT Director, CIO and any Digital Transformation executives?**

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

All our management contact details can be obtained through [Binley's Database of NHS Management](#)<sup>1</sup>.

**6. Could you please supply a current organisational chart for medical records, digitisation services and digital transformation programmes?<sup>2</sup>**

We do not have such organisational charts.

**7. Are medical record libraries (physical patient file storage) managed within the trust by Trust staff on Trust premises or outsourced to a third-party?**

**a: if outsourced who is the supplier?**

**b: when was the contract issued and for what period?**

**c: how many files/boxes are stored off site?**

**d: if trust libraries are in-house/on-site how many boxes/files are there?**

This information is already in the public domain<sup>1</sup>. Please follow this [link](#) to a previously published response. (Foi 3583)

**e: how much does the trust spend annually on outsourced storage contracts for patient files**

We spent £62,326.86 with Restore in 20/21.

---

<sup>2</sup> Section 1(1) Any person making a request for information to a public authority is entitled (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and (b) if that is the case, to have that information communicated to him

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

*Sue Smith*

**Sue Smith**  
**Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

