

30 July 2021

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Our Ref: FOI/03827

Thank you for your request concerning Document Management.

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?**

We manage the digitisation of patient records in-house.

**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 who have access to our electronic patient records (EPR).

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

This is managed by our Records Management Company.

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

Please see the answer to 3b.



**4. What is the volume of patient record creation per day/week/month by the trust (day forward records) for 2020?**

Information not held in a reportable format<sup>1</sup>. Please be advised that the FOIA does not oblige a public authority to create information to answer a request if the requested information is not held or exist. The FOIA duty is to only provide the recorded information held.

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

This is incorporated into our EPR.

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

We use Paris and PC-Mis for patient records.

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

The majority of our records are digitised in our EPR. Although services may use pen and paper for certain elements (such as some of the assessments), these are then digitised and added to our EPR.

**6. Does the trust currently scan documents at department level?**

Yes

**a. If so, what hardware is used to scan records?**

We use Ricoh Follow You printers

**b. How were they procured?**

They were procured through the LPP Managed Print Framework.

**c. Who in the trust is responsible for the contract management and procurement of these technologies?**

Facilities hold the contract for the Printers, supported by procurement and the contracts teams.

**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).**

Please see the answer to 3a.

We do not record the daily average<sup>1</sup>.

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<sup>1</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.

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

Trust scanning trust scanning is completed to the standards laid out in the NHS Code of Practice for Records Management (2016). This will be reviewed in light of the publication of the 2021 revised edition.

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

It is mainly patient records, but anyone can scan a document.

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

This is not recorded information<sup>1</sup>.

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

This is not recorded information<sup>1</sup>.

**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).**

Hakan Akozek is our Chief Information Officer responsible for the above. He can be contacted on [hakan.akozeck@nhs.net](mailto:hakan.akozeck@nhs.net).

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

Please see attached.

**12. Are medical record libraries managed within the trust or outsourced?**

No

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

Restore Document Management Services.

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

2019, for 2 years

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

19,265 Boxes.

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

Not applicable.

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](#).

