

Reference:	FOI.4485.20
Subject:	Electronic patient records and document scanning
Date of Request:	10 November 2020

Requested:

1. Does the UHB 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 UHB?
5. What is your average number of daily created paper records?
6. Does the UHB 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 UHB 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 UHB for scanning paper notes?
9. Does the HB 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).

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

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

- 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?

Response:

1. Hywel Dda University Health Board (UHB) confirms that its patient records are not digitised.

2. Not applicable.

3. Not applicable.

4. Not applicable.

5. The UHB confirms that the information requested is not held.

6. Not applicable.

7. Not applicable.

8. Not applicable.

9. The UHB confirms that it does not scan other records.

10. The UHB confirms that Anthony Tracey, Assistant Director of Informatics, has overall responsibility and is contactable by email: Anthony.Tracey@wales.nhs.uk

a. Not applicable.

b. The UHB confirms that Steven Bennett, Medical Records Manager, is responsible for managing patient records and is contactable by email: Steven.Bennett@wales.nhs.uk

11. The UHB provides the Organisational charts for its Health Records Service, (attachment 1) and its Digital Services (attachment 2).

The UHB is withholding the names and contact details of the members of staff who hold the job titles detailed within Attachment 1. This decision has been made as it is not within the expectations of these individuals that their personal data would be put into the public domain. This information is classed as personal data of third parties and is therefore being withheld in accordance with section 40 (2) of the Freedom of Information Act 2000 (the Act) by virtue of section 40 (3) (a) (i) of the Act which permits a public authority to withhold personal data other than the requester's where the disclosure would breach a Data Protection Principle.

The Data Protection Act 2018 (DPA) / General Data Protection Regulation (GDPR) defines personal data as data which relates to a living individual who can be identified solely from that data or from that data and other information which is in the possession of the data controller.

12. The UHB confirms that its medical records libraries are managed in house.

- a. Not applicable.
- b. Not applicable.
- c. The UHB confirms that approximately 1 million records are stored at our offsite facility.
- d. The UHB confirms that there are approximately 350,000 records circulating within the main hospital localities at any one time.