

Ref: FOI/2022/8756

Date Received: 17th March 2023

Response Due: 16th April 2023

Dear Sir/Madam

You asked:

1. Does the Trust have a dedicated on-site scanning team for paper records?

No

a. If so, how many FTE are within the team?

N/A

b. What volumes are the team scanning on a daily / weekly / monthly / annual basis?

Variable.

c. Are the team scanning legacy records or day forward, or both?

We do not scan legacy records.

d. What hardware & software is used by the team?

Hylands On-Base

e. Is the hardware leased, rented or was it purchased outright?

Purchased

f. Who is responsible within the organisation for the procurement of hardware and software?

Please supply contact details.

Trust procurement Manager

The Trust does not routinely give out email addresses and direct telephone numbers of staff members as a large number of unsolicited emails/telephone calls could cause disruption to work by blocking email accounts/telephone lines and thereby preventing true work-related emails/calls from being delivered. However any of the above staff can be contacted via main switchboard on 01942 244000:

2. If the Trust does not have a dedicated on-site scanning team, is there a contract for outsourced document scanning provisions?

a. If so, who is this contract with?

No

b. What is the value of the contract?

N/A

c. When is the contract due for renewal?

N/A

3. Does the Trust have on-site facilities to store paper records?

Yes

4. Does the Trust have contract(s) for off-site storage?

Yes

a. If so, who is the contract with?

Restore

b. Does the contract include scan on demand or digitising services?

No

c. If so, what volumes of pages / images are scanned daily/weekly/monthly/annually?

N/A

d. What is the annual cost for outsourced scanning – either on-demand or scheduled?

N/A

5. Are there departments within the Trust that scan their own documents locally?

Yes

a. If so, what hardware and software is used to manage this?

Restore and use of multi-function devices for scanning or desktop hardware.

b. Are volumes captured? If so, what are they?

No

c. What types of documents are scanned?

Referral letters, clinical notes, external correspondence

6. Who is responsible for records / document management programmes/systems? Please provide contact details

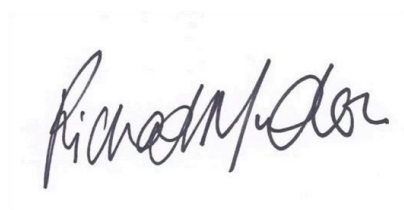
Healthcare Operations for records management and IM&T for programmes and systems.

7. Who manages the contract(s) relationships with hardware providers and outsourced storage or scanning providers?

Operational and Procurement

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 28 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Richard Mundon
Director of Strategy and Planning

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111