

Information Governance

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Ref: FOI2019/5342

Date Received: 15th April 2019

Response Due: 16th May 2019

20th May 2019

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

You asked:

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

We are not actively digitising patient records in terms of back or forward scanning.

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?
- b. Distributing (delivering or collecting) physical notes around the estate?
- c. Retrieving and collecting physical notes from on-site stores?

Not applicable.

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

We do not hold this information.

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

Yes

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

Hylands OnBase

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

We do not record this information.

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

Documents are not scanned by department as such so it is not possible to provide this information.

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

Xerox Multi-function devices

b. How were they procured?

Contract awarded following a further competition process under the Crown Commercial Services RM3781 framework.

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

Mike Riley Assistant Contracts Manager

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)

We do not hold this information.

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

We have a standard operating procedure – Secure methods to Transfer information. Please see the attached document.

9. Does the trust 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?

Other records are scanned but types of information and a volume is not centrally recorded.

10. Can you please provide the contact details including email address/format of the trust's IT Director?

Martyn Smith – Acting Associate Director for IM&T

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:

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.

N/A

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

Health Care Operations Manager, Health Records Library Services Manager

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

There is not a Medical records organisational chart as the medical records are incorporated within other departments within the Trust.

There is not a digitisation service, therefore no Organisational Chart exists

The digital transformation programme forms part of the IM & Strategy. Please see attached organisational chart.

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. 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,



Andrew Foster
Chief Executive

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If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF