



Ref: FOIA Reference 2023/24-025

Date: 19th May 2023

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 13th April 2023 requesting information under the Freedom of Information Act (2000) regarding EPR.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 Please may I ask if you could provide answers to the following 21 questions from your Clinical Coding Departments?

1. Do you use an Electronic Patient Record (EPR)?

A1 Yes

Q2 If you do use an EPR which one do you use?

A2 In-house system

Q3 When did you go live with your EPR?

A3 Go-live of Medway (CareFlow) was 4/2/2017.

Q4 How long did it take to bed in within your Clinical Coding Department/ trust?

A4 Not long. The inclusion of information was gradual so no 'big bang' move to EPR

Q5 How user friendly is your EPR for your Clinical Coders?

A5 The system is user friendly as coders have guidance on where to find the various record types

Q6 What systems were you using before?

A6 Casenotes and discharge letters from Medisec system

Q7 How helpful was the EPR training provided to Clinical Coders before go live?

A7 The FOI Act 2000 is for the release of information that is held/recorded and does not cover the opinions of persons regarding suppliers, systems or procedures, therefore this information is not held.

Q8 Is any paperwork still generated on wards that is required for Clinical Coding?

A8 No, everything used for clinical coding purposes is available electronically

Q9 How did implementation go for Clinical Coding?

A9 The FOI Act 2000 is for the release of information that is held/recorded and does not cover the opinions of persons regarding suppliers, systems or procedures, therefore this information is not held.

Q10 What was done well?

A10 The FOI Act 2000 is for the release of information that is held/recorded and does not cover the opinions of persons regarding suppliers, systems or procedures, therefore this information is not held.

Q11. What could have been done better?

A11 The FOI Act 2000 is for the release of information that is held/recorded and does not cover the opinions of persons regarding suppliers, systems or procedures, therefore this information is not held.

Q12 What were your biggest challenges as a Clinical Coding Department relating to your EPR?

A12 The FOI Act 2000 is for the release of information that is held/recorded and does not cover the opinions of persons regarding suppliers, systems or procedures, therefore this information is not held.

Q13 What are still your biggest challenges as a Clinical Coding Department relating to your EPR?

A13 The FOI Act 2000 is for the release of information that is held/recorded and does not cover the opinions of persons regarding suppliers, systems or procedures, therefore this information is not held.

Q14 Has EPR impacted your Clinical Coding Departments KPI's – quality, backlog, engagement?

A14 Yes. It takes longer to view all the different sections for coding purposes

Q15 What are the positives of your EPR system for your Clinical Coding Department?

A15 The FOI Act 2000 is for the release of information that is held/recorded and does not cover the opinions of persons regarding suppliers, systems or procedures, therefore this information is not held.

Q16 Are there any negative impacts from your EPR for your Clinical Coding department?

A16 More time-consuming – see Q14 above

Q17 How are you tackling these?

A17 Working on guidance for coders on what information sources must be used for specific specialities

Q18 Did you have any Clinical Coding clerical support before EPR go live and do you have clerical support now?

A18 Previously admin support was used at County Hospital to collect RIP casenotes. No admin support now.

Q19 Has the change been positive or negative for your Clinical Coding Department?

A19 The FOI Act 2000 is for the release of information that is held/recorded and does not cover the opinions of persons regarding suppliers, systems or procedures, therefore this information is not held.

Q20 Do you have you any advice for a Clinical Coding Department planning on purchasing the same EPR as you?

A20 The FOI Act 2000 is for the release of information that is held/recorded and does not cover the opinions of persons regarding suppliers, systems or procedures, therefore this information is not held.

Q21 Would you recommend other trusts select your EPR solution?

A21 The FOI Act 2000 is for the release of information that is held/recorded and does not cover the opinions of persons regarding suppliers, systems or procedures, therefore this information is not held.

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



Rachel Montinaro
Data Security and Protection Manager - Records