



Ref: FOIA Reference 2022/23-358

Date: 4th November 2022

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 27th September 2022 requesting information under the Freedom of Information Act (2000) regarding scanning.

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 Do you have a dedicated on-site scanning team for paper records?**
- 1. If so, how many FTE are within the team?**
 - 2. What volumes are the team scanning on a daily / weekly / monthly / annual basis?**
 - 3. Are the team scanning legacy records or day forward, or both?**
 - 4. What hardware & software is used by the team?**
 - 5. Is the hardware leased, rented or was it purchased outright?**
 - 6. Who is responsible within the organisation for the procurement of hardware and software? Please supply contact details.**

A1 See below:

1. If so, how many FTE are within the team? = 6.5 fte
2. What volumes are the team scanning on a daily / weekly / monthly / annual basis? = Monthly approximately 70,000 pages. However this does not include any scanning for outpatient activity as we are currently unable to retrieve figures from this element of the scanning performance reporting as this was not included in the project
3. Are the team scanning legacy records or day forward, or both? = Day forward. Legacy notes are no longer scanned. We only scan outpatient and day case activity. Surgical Emergency portal information and Maternity. Other emergency portals are scanned at the point of care within the respective departments (e.g. Emergency dept., AMU, short Stay ward)
4. What hardware & software is used by the team? = Hardware - Canon DRG2110
Software - C Cube Solutions Electronic Document Management
5. Is the hardware leased, rented or was it purchased outright? = RSUH-Leased, County-Purchased
6. Who is responsible within the organisation for the procurement of hardware and software? Please supply contact details.
Health Records Manager= Alison Legan
01782 675073
Scanning software - Health records Manager and Procurement team

Head of Service Delivery/ Commercial Manager = Dave Tudor.

Note all emails are in the following format: firstname.lastname@uhn.nhs.uk

Q2 If you do not have a dedicated on-site scanning team, is there a contract for outsourced document scanning provisions?

1. If so, who is this contract with?
2. What is the value of the contract?
3. When is the contract due for renewal?

A2 Not applicable

Q3 Do you have on-site facilities to store paper records?

A3 Yes

Q4 Do you have contract(s) for off-site storage?

1. If so, who is the contract with?
2. Does the contract include scan on demand or digitising services?
3. If so, what volumes of pages / images are scanned daily/weekly/monthly/annually?
4. What is the annual cost for outsourced scanning – either on-demand or scheduled?

A4 Do you have contract(s) for off-site storage? = Yes

1. If so, who is the contract with? = Iron Mountain
2. Does the contract include scan on demand or digitising services? = No
3. If so, what volumes of pages / images are scanned daily/weekly/monthly/annually? =Not applicable
4. What is the annual cost for outsourced scanning – either on-demand or scheduled? = Not applicable

Q5 Are there departments within the organisation that scan their own documents locally?

1. If so, what hardware and software is used to manage this?
2. Are volumes captured? If so, what are they?
3. What types of documents are scanned?

A5 See below:

Are there departments within the organisation that scan their own documents locally? = **Yes**.
Emergency Dept. and their other emergency portals scan their own information (Emergency department, Short stay Ward and Acute Medical Unit)

1. If so, what hardware and software is used to manage this? = Software – C Cube /scanning hardware Cannon GR2
2. Are volumes captured? If so, what are they? = All patients attending the department C.320 per day
3. What types of documents are scanned? = Emergency casualty records

Q6 Who is responsible for records / document management programmes/systems? Please provide contact details

A6 Health Records Manager= Alison Legan
01782 675073

Scanning software - Health records Manager and Procurement team
Head of Service Delivery/ Commercial Manager = Dave Tudor.

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Q7 Who manages the contract(s) relationships with hardware providers and outsourced storage or scanning providers? Please provide contact details

A7 Head of Service Delivery/ Commercial Manager= Dave Tudor.

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*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.uhn.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.



University Hospitals
of North Midlands
NHS Trust

Yours,

L Carlisle

Leah Carlisle
Head of Data, Security & Protection/ Data Protection Officer

