



Ref: FOIA Reference 2019/20-469

**Royal Stoke University Hospital**  
**Quality, Safety and Compliance Department**  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Date: 21<sup>st</sup> November 2019

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing in response to your email dated 7<sup>th</sup> November 2019 (received into our office 8<sup>th</sup> November) requesting information under the Freedom of Information Act (2000) regarding lost records

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) 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 Does your organisation use handwritten notes for patients?**

A1 Yes, although outpatient information is now recorded directly on to the Trusts clinical portal (iPortal) or scanned in at the end of the clinic

Inpatient information is still recorded on paper and the inpatient folder returned to the library on discharge although the clinical discharge letter is generated and stored with the Trust's clinical portal

**Q2 How is the data stored on your system, e.g. excel spreadsheets, scanned documents word etc.?**

A2 As answer 1

**Q3 How many times have patient records been recorded as lost or stolen in the last financial year (FY 18-19)?**

A3 We are not aware of any records being stolen. Where records are reported "lost" and cannot be located after immediate routine searches, a log is made and this is rechecked regularly until found. In most cases they are usually found relatively quickly and will be due to a department not tracking the records when moving them to a different location.

In 2018/2019 a total of 10 records were reported as missing

\*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.

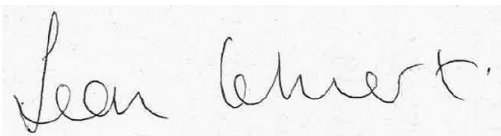
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and 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](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Jean Lehnert  
**Information Governance Manager**