



Ref: FOIA Reference 2019/20-641

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

Date: 2nd March 2020

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 31st January 2020 (received into our office 3rd February) requesting information under the Freedom of Information Act (2000) regarding Electronic Document Management and EPR Solutions.

On 5th February 2020 we contacted you via email as we required the following clarification:

Q17: what appointments you are referring to here? Is this how many appointments are attended? Cancelled? DNA'd? Booked?

On the same day you replied via email with the following:

"How many appointments are scheduled, so excluding DNA's."

On 13th February 2020 we contacted you again via email as we required further clarification on Q17, we asked if you could advise on the timeframe in order for us to collate the information.

On 14th February 2020 we received the following from you via email:

"The last 12 months is fine."

As of 1st 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 the Trust currently have an Electronic Document Management System (EDMS) in place?

A1 Yes

Q2 If so, what EDMS is deployed?

A2 C-Cube Solutions

Q3 When was the system deployed?

A3 Please see below:

- 2005 = Royal Stoke
- 2012 = County Hospital

Q4 When does the contract with the EDMS supplier end or when is the review date?

A4 At the Trust there is no contract end date and we would like to advise that we have no plans to change our supplier.

Q5 What is the rough spend on the EDMS either annually or total contract value (TCV)?

A5 Annual maintenance contract for software approximately £55k

Q6 How was the EDMS procured, i.e. via framework and if so, which one?

A6 Full tender via the OJEC (the official journal of the European Community, now called OJEU (the Official Journal of the European Union)

Q7 Does the Trust have an Electronic Patient Record (EPR) system in place?

A7 I can confirm that the Trust holds information regarding Electronic Patient Record, but feel this information is exempt under section 21: *information reasonably accessible by other means*. This is because the information is available via the Trust's public website at the following link:
FOI ref: 219-1920 July 2019

<http://www.uhnm.nhs.uk/aboutus/Regulatory-information/Statutory-Policies-and-Procedures/FOIdisclosurelog/Pages/default.aspx>

Q8 If so, what EPR is deployed?

A8 As answer 7

Q9 When was the EPR deployed?

A9 I can confirm that the Trust holds information regarding Electronic Patient Record, but feel this information is exempt under section 21: *information reasonably accessible by other means*. This is because the information is available via the Trust's public website at the following link:
FOI ref: 0043-1920 April 2019

<http://www.uhnm.nhs.uk/aboutus/Regulatory-information/Statutory-Policies-and-Procedures/FOIdisclosurelog/Pages/default.aspx>

Q10 What is the value of the EPR contract, either annually or total contract value (TCV)?

A10 I can confirm that the Trust holds information regarding Electronic Patient Record, but feel this information is exempt under section 21: *information reasonably accessible by other means*. This is because the information is available via the Trust's public website at the following link:
FOI ref: 386-1920 October 2019

<http://www.uhnm.nhs.uk/aboutus/Regulatory-information/Statutory-Policies-and-Procedures/FOIdisclosurelog/Pages/default.aspx>

Q11 When is the current EPR contract due for renewal?

A11 As answer 7

Q12 Does the Trust store active physical patient files in-house or off-site

A12 UHNM has in house storage for active records and off site for archived files that have not been scanned.

**Q13 IF off-site, who is the current storage provider?
13a. When is the contract due for renewal?**

A13 UHNM's current provider Iron Mountain, the contract renewal is due 1st November 2021

Q14 How many files/boxes are stored off-site?

A14 750,000 files off site

Q15 If physical files are stored on-site, roughly how many files/boxes are in the Trusts library?

A15 350,000 files

Q16 How many WTE/FTE work within the library

A16 There are 22 FTE B2 health records clerk within the Health Records Department

Q17 How many clinical appointments does the Trust average each day/week/month?

A17 Please see below:

- Total clinical appointments attended for the calendar year 2019 = 839420
- Average monthly clinical appointments attended for the calendar year 2019 = 69952
- Average weekly clinical appointments attended for the calendar year 2019 = 16143
- Average daily clinical appointments attended for the calendar year 2019 = 2300

*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.

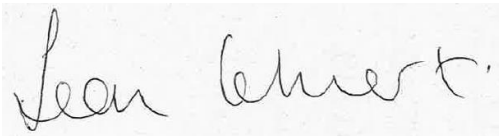
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and 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 676474.

Yours,



Jean Lehnert
Information Governance Manager