



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 8 February 2019

Re: Freedom of Information Request
Ref: 10- 2019

Thank you for your email dated 14th January 2019 requesting copies of Trust documentation.

Please see Appendix 1. Documents available upon request.

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY









If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.







In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could




take a couple of minutes to complete a short feedback form via the link below:





<https://www.surveymonkey.co.uk/r/H39RFMM>

Appendix 1

Question	Comment	Attachment
<p>1. Please provide all strategies relating to health records (electronic or paper health records) at your Trust</p>	<p>The Trust's IM&T strategy was last refreshed in 2017. (Attached) This is currently under further refresh and will be completed in March 2019.</p> <p>Records Management Strategy also attached.</p>	<p> IMT_2017 Strategy.pdf</p> <p> Records_Management_Strategy_V3.1.pdf</p>
<p>2. Please provide all policies relating to health records (electronic or paper health records) at your Trust</p>	<p>The Records Management Policy attached covers all records (both electronic and paper)</p>	<p> Records Management Policy V.</p>
<p>3. In relation to the implementation of EPR, Clinical EDMS at your Trust, please provide:</p> <ol style="list-style-type: none"> a. Implementation plans b. Project plans c. Project issue/risk logs 	<p>EPR and Clinical EDMS implementations complete.</p> <ul style="list-style-type: none"> • Recent EPR Upgrade PID, Brief and Close Report attached. • Historic EDRMS example documentation attached. 	<p> GDE-1 - Meditech Upgrade v6 08 - PID</p> <p> GDE-1 - Meditech Upgrade v6 08 - Proj</p> <p> GDE-1 - Meditech Upgrade v6 08 - Proj</p> <p> EDRMS - Example Highlight Report - 201</p> <p> EDRMS Imp Plan.pdf</p>

<p>4. In relation to the transition from paper to digital health records at your Trust, please provide:</p> <ul style="list-style-type: none"> a. Any paper to digital transition plans b. Benefit realisation documents 	<p>Attached recent paper submitted to Digital Board</p> <p>All benefits realisation documentation submitted online to NHS Digital via CORA reporting system.</p>	 <p>The Route to Paperless.pdf</p>
<p>5. In relation to Paperless/Paperlite outpatient consultations at your Trust, please provide:</p> <ul style="list-style-type: none"> a. Policies b. Procedures c. Processes d. Guidance documents e. Process maps f. Process flowcharts g. Service standards/KPIs 	<p>Clinic Preparation Process Clerk Work Instruction for OPD</p>	 <p>Guidance on Clinic Preparation.pdf</p>  <p>Updated 439 template for carlo we</p>
<p>6. In relation to the creation of health records for new patients in acute admission wards/emergency departments at your Trust, please provide:</p> <ul style="list-style-type: none"> a. Policies b. Procedures c. Processes d. Guidance documents e. Process maps f. Process flowcharts g. Service standards/KPIs 	<p>Access Team SOP – Registering a Patient Access Team SOP – Specialism Procedure MT Training Emergency Admission not CCC Registered</p>	 <p>How to Register a Patient.pdf</p>  <p>How to Register a Patient to a Specialist</p>  <p>ADM_Emergency_Admission_Not_CCC_Re</p>
<p>7. In relation to the provision and delivery of health records to clinical staff for existing/already known patients in acute admission wards/emergency departments at your Trust, please provide:</p> <ul style="list-style-type: none"> a. Policies b. Procedures c. Processes d. Guidance documents e. Process maps f. Process flowcharts g. Service standards/KPIs 	<p>Access Team SOP – Registering a Patient Access Team SOP – Specialism Procedure MT Training Emergency Admission CCC Registered</p>	<p>Please see documents provided in Q6</p>
<p>8. In relation to the creation of health records for babies delivered at your Trust.</p>	<p>Not Applicable the Trust is a Tertiary Cancer Centre</p>	<p>n/a</p>
<p>9. In relation to the management</p>	<p>Records Management Policy-</p>	

<p>and prevention of loose clinical documentation/health records at your Trust, please provide:</p> <ol style="list-style-type: none"> Policies Procedures Processes Guidance documents Process maps Process flowcharts Service standards/KPIs 	<p>Document supplied in Q2 Missing Medical Records Policy- Please note- this procedure is currently undergoing a major review. We are therefore currently only able to provide the previous version of the document at this time. Scanning Bureau SOP – Misfiled Documents</p>	 Missing_Medical_Records_Misfiles_Proced  How to deal with misfiles.pdf
<p>10. In relation to the management and prevention of missing or misplaced clinical documentation/health records at your Trust, please provide:</p> <ol style="list-style-type: none"> Policies Procedures Processes Guidance documents Process maps Process flowcharts Service standards/KPIs 	<p>Records Management Policy Document supplied in Q2 Missing Medical Records Policy- As above Scanning Bureau SOP – Misfiled Documents- Please see document provided in Q9</p>	
<p>11. In relation to health records held within E-Referral Service/Choose & Book such as referral letters, how is this shared with, accessed through or manually copied onto your EPR/EDMS at your Trust, please provide:</p> <ol style="list-style-type: none"> Policies Procedures Processes Guidance documents Process maps Process flowcharts Service standards/KPIs 	<p>CCC do not use Choose and Book, the Trust does receive referrals electronically that are currently printed and scanned directly into the EPR/EDMS</p>	<p>n/a</p>
<p>12. In relation to the integration of community and acute health records at your Trust, please provide:</p> <ol style="list-style-type: none"> Policies Procedures Processes Guidance documents Process maps Process flowcharts Service standards/KPIs 	<p>CCC Systems’ Interfaces Integration Management Guidelines</p>	 CCC Systems and Interfaces v2.4.pdf

<p>13. In relation to the health record documentation sources defined for use by clinical coders at your Trust, please provide:</p> <ul style="list-style-type: none"> a. Policies b. Procedures c. Processes d. Guidance documents e. Process maps f. Process flowcharts g. Service standards/KPIs 	<p>Clinical Coding Policy and Procedure V10.1 Local Policy Procedures Help Sheets Meditech Navigation for Coders</p>	<p> Clinical_Coding_Policy_Procedure_Manual</p> <p> Local Policy_Procedures Help</p> <p> MEDITECH NAVIGATION FOR CC</p>
<p>14. In relation to any health records management functions provided by non-NHS suppliers at your Trust, please provide:</p> <ul style="list-style-type: none"> a. Policies b. Procedures c. Processes d. Guidance documents e. Process maps f. Process flowcharts g. Service standards/KPIs h. Any information demonstrating benefits attributable to these arrangements 	<p>Records Management Policy Document supplied in Q2 Tracking Clinical Records Procedure</p>	<p> Important information when tracking casenc</p>