NHS

**The Clatterbridge
Cancer Centre**

NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

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

Date: 13 May 2019

Re: Freedom of Information Request
Ref: 101- 2019

Thank you for your email dated 12th April 2019 requesting information in relation to Electronic Patient Records & document scanning.

The information that you require is as follows:

1. Does the trust manage the digitisation of its patient records on-site or is this an

outsourced service?

On-site

2. If outsourced who is the current provider, when did the contract start and what is the

contract term?

   a. Was this contract awarded via any Frameworks e.g. CCS RM1063?

   b. What is the cost of digitising patient records within the trust?

   c. What is the cost of digitising patient records with outsourced providers?

   d. What are the trusts targets for having patient files scanned and hard-copy notes

   available as digital images?

Not applicable

3. If the patient file scanning is provided in house how many staff are involved in:

   a. Preparing and/or scanning medical records/patient files?

   b. Distributing (delivering or collecting) physical notes around the estate?

   c. Retrieving and collecting physical notes from on-site stores?

An in house scanning bureau of 10 WTE members of staff prepare and scan medical records/patient files. Amongst a range of other tasks, 19.8 WTE Medical records clerks spend a proportion of their day:

- **preparing incoming post for scanning**
- **taking case notes to scanning bureau for prep and scanning**
- **retrieving scanned case notes from scanning bureau**
- **Retrieving case notes from the Medical Records Library**

4. What is the volume of patient record creation per day/week/month by the trust (day forward records)?

Approx. 1000 referrals per month = approx. 1000 paper light patient records being created per month

   a. **Is the scanning of patient records linked to any Document Management systems?**

     Yes

   b. **If so can you confirm which ones are used within the trust?**

     Evolve

5. What is your average number of daily created paper records?

Approx. 46 per day

6. Does the trust currently scan documents at department level?

   a. **If so, what hardware is used to scan records?**

     2 x Heavy duty desktop scanners(1 x Bell&Howell Ngenuity 9125DC and 1 x Kodak Ngenuity 9125DC)

   b. **How were they procured?**

     As part of the original EDRMS Project

   c. **Who in the trust is responsible for the contract management and procurement of these technologies?**

     Head of IT Operations

7. Please outline which departments are scanning physical paper records and average daily volumes, both back scan and day forward (if they can be separated).

Admin Services scans (day forward only):

- **referral forms (approx. 1000 per month)**

- **consent forms (max 1000 per month)**

No other Departments scan physical paper records.

8. Is there a quality standard to adhere to within the trust for scanning paper notes?

The Trust works within BSI 1008 standards

9. Does the trust scan other records than patient files?

      a. If yes could you please supply daily volumes of record scanning?

      b. If yes, please also supply types of records which are scanned?

No

10. Can you please provide the contact details including email address/format of the trust's IT Director?

Sarah Barr Chief, Information Officer, sarah.barr2@nhs.net

    a. If the IT Director is not responsible for digital transformation, please supply contact details, including email address/format of the person(s) who are.

    b. Please also supply the details of those responsible for managing patient records (scanning, physical storage and delivery etc).

      Sue Fox, Head of Admin Services, sue.fox11@nhs.net

11. Could you please supply a current organisational chart for medical records, digitisation services and digital transformation programmes?

Administrative Services

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┌─────────────────────────────┐
│   OPERATIONS DIRECTORATE     │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│   Head of Administrative     │
│         Services             │
└─────────────────────────────┘
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SRG Tumour Teams	Access Team/ Directorate Support

Administrative Services Lead	**Administrative Services Lead**

Assistant Service Manager	**Assistant Service Manager**

Breast & Paeds Team	◄──►	Gynae & H&N Team		Scanning	◄──►	Registrations & Admissions
Upper & Lower GI Team	◄──►	Skin & Lung Team		Directorate Support	◄──►	Treatment & Diagnostic Scheduling (RT & DI)
Urology Team	◄──►	CNS/ANP Team				

Digital Structure

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                          ┌─────────────────────┐
                          │ Chief Information   │
                          │      Offcier        │
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Chief Information Offcier

- **Head of Digital Programmes**
  - Digital Programme Manager
    - Project Team
  - Business Change Manager
    - GDE PMO
  - Clinical Systems Manager
    - EPR Team
    - Trainers
    - Clinical Coding
    - Data Validation
  - Clinical Transformation Manager
    - Clinical Analysts

- **Chief Nursing Information Officer**

- **Chief Medicines Information Officer**
  - Advanced Oncology Pharmacist
    - Pharmacy Team
  - Information Manager
    - Information Team

- **Head of IT Ops**
  - IT Service Delivery Manager
    - Support Teams
    - Application Analysts
  - IT Security Manager
    - Server and Network Teams
  - Technical Programme Manager
  - Integration Manager
    - Integration Team
    - DBA Team

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