



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

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Date: 12 July 2019

Re: Freedom of Information Request
Ref: 169- 2019

Thank you for your email dated 21st June 2019 requesting information in relation to paper records and dictation.

The information that you require is as follows:

- 1. Does your Trust use pen and paper to build patient records? If so, in which departments?**

Yes, a paper light patient record is still created by the Trust's Registrations Team, and by Scanning Bureau, and is used in combination with electronic records throughout the Trust. However, The Clatterbridge Cancer Centre is currently working towards complete digitalisation with the expectation that this will be in place within the next 5-6 years.

- 2. Does your Trust use analogue tape dictation to record patient encounters? If so, in which departments?**

The vast majority of authors use digital dictation to create clinical correspondence. Less than 10 dictate clinical correspondence onto analogue tape which is being phased out. Transcription of dictations is undertaken within the Administrative Services Department

- 3. Who in the Trust is responsible for digitising paper records?**

Paper records are scanned into the Evolve document management system by the Trust's Scanning Bureau

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>