



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

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Date: 17 September 2019

**Re: Freedom of Information Request**  
**Ref: 230 - 2019**

Thank you for your email dated the 19<sup>th</sup> August 2019, requesting information regarding Health Records digitisation.

The information that you require is as follows:

1. **Has your Trust digitised its active Health Records by scanning them to an Electronic Document Management (EDM) System?**

**Yes**

**If Yes, please proceed to Question 2.**

**If No, please proceed to Question 3.**

**Question 2**

- 2.1) **When did the Trust procure the system?**

**August 2010**

- 2.2) **When did the system go-live within the Trust?**

**May 2013**

- 2.3) **If the projects roll-out has completed, when did the Trust reach a Business as Usual (BAU) state?**

**July 2013**

- 2.4) **Which EDM vendor has the Trust contracted with?**

**Kainos**

2.5) Which scanning provider delivered the scanning contract? If this was delivered by an internal Trust scanning bureau or the Trust transitioned to internal scanning, please provide detail.

**Kainos / Internal Scanning Bureau**

2.6) At the point of scanning records, was the vendor or internal bureau accredited to BS10008?

**No**

2.7) Which of the following statements best represents the scanning approach undertaken:

- a) All physical Health Records have been scanned to the EDM system.
- b) Only records required for upcoming attendances (On-demand) were scanned, all other records remained as paper and were destroyed in-line with their retention profile.
- c) **A mixture of On-demand scanning and scanning notes which had been historically active recently, leaving inactive notes as paper.**
- d) No historic notes were scanned, instead only new records are digitised. The entire Health Records library is retained until each records retention profile is met.

2.8) What, if any, benefits has the system provided and over what timeframe? Please define each benefit as Cash Releasing (CR), Non-Cash Releasing (NCR), Qualitative (Q) or Societal (S).

- **More than one member of authorised staff can access a record at the same time (Q) = immediately after scanning.**
- **Access to documents 24hrs a day (Q) = immediately after scanning.**
- **Audit trails to ensure confidentiality and security of the Health Record is upheld (Q) = immediately after scanning.**

2.9) Is the Trust still capturing new information by scanning or have electronic forms been implemented? (eForms)

**We do not use eForms, we still scan new information**

2.10) If eForms are in use, are these created within the EDM system or another application(s) such as an EPR / eObs or both?

**Not Applicable**

**2.11) If the Trust is still scanning new content into the EDM, are the forms themselves barcoded (bForms) or are separate barcoded sheets used (Classification / Index / Separator Sheets)?**

**We use Separator sheets**

**2.12) Who is responsible for the EDM System and any scanning activities?**

**Admin Services Department for scanning activities and IM&T for system/scanners**

**Question 3)**

**3.1) Is the Trust currently considering options for implementing an EDM and/or scanning activities for Health Records**

**Not Applicable, See answer to question 1**

**3.2) Has the Trust prepared a Business Case to consider the benefits and costs of implementing an EDM solution?**

**Not Applicable, See answer to question 1**

**3.2) Is the Trust waiting for opportunities for central funding support before committing to approving any business case?**

**Not Applicable, See answer to question 1**

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.