

Date: 29 November 2019

**Re: Freedom of Information Request**  
**Ref: 312 - 2019**

Thank you for your email dated the 7th November 2019, requesting information relating to patient records.

The information that you require is as follows:

**1. Does your organisation use handwritten notes for patients?**

**The Trust still have some paper annotation sheets and some traditional paper casenotes, which record patient details when they are seen in an outpatient or inpatient stay. These are being phased out by using electronic versions.**

**2. How is the data stored on your system e.g. excel spreadsheets, scanned documents word etc?**

**The Records referred to in answer to Question 1 are scanned into the patient's electronic health record**

**3. How many times have patient records been recorded as lost or stolen in the last financial year (FY 18-19)?**

**24 records have been recorded as lost or stolen in the last financial year (FY 18-19)**

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>**