

Date: 28 February 2020

**Re: Freedom of Information Request**  
**Ref: 40 - 2020**

Thank you for your email dated the 3rd February 2020, requesting information relating to Health Records.

The information that you require is as follows:

1. **How many on-site libraries does the trust have?**

**Our Trust has one on-site library.**

2. **What volume of notes are held on-site?**

**98586**

3. **Does the Trust have any external storage contracts? If so, how many and who are the providers?**

**Yes the Trust has one external storage contract with Iron Mountain.**

4. **What volume of notes are held off site by Third parties?**

**222674 patient records**

5. **If applicable, which Electronic Document Management systems does the Trust have?**

**Our Trust uses Evolve.**

6. **What are the start and end dates for any storage and / or software contracts?**

The start and end dates are as follows:

Iron Mountain - Start: March 2013

End: March 2020

Evolve ends - Start: July 2010

End: July 2021

7. How many staff work in the health records department?

81.51 wte

8. How many staff work in clinical prep?

N/A – as per the clarification you provided, we do not have any staff whose job it is to solely prepare a patients records prior to an appointment.

9. How much does the Trust spend annually on pre-printed forms?

Section 12: Appropriate Limit

Following a scoping exercise completed by our Finance Department, it has become evident that in order to meet the full requirements of this request, there would be a significant impact on both time and workload within the Trust. This information is not held centrally and would therefore require a member of staff to search through a large number of invoices, and manually extract the information required. It is estimated that this would take in excess of 18 hours.

Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the 'appropriate limit', which for local authorities is £450, or 18 hours (at £25 per hour). This represents the estimated cost of one person spending 2.5 working days locating the documents that contain the information and extracting the relevant information containing it. This would take considerable time and cost which we estimate will exceed the "appropriate limit".

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>