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Request for Information Reference: 01.19.30

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Email only

11 February 2019

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 14 January 2019 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding strategies and plans. Specifically you requested information as follows:

I would be very grateful if you could possibly supply original digital documents, or scanned copies, of the following information held by your Trust.

- 1. Please provide all strategies relating to health records (electronic or paper health records) at your Trust***
- 2. Please provide all policies relating to health records (electronic or paper health records) at your Trust***
- 3. In relation to the implementation of EPR, Clinical EDMS at your Trust, please provide:***
 - a. Implementation plans***
 - b. Project plans***
 - c. Project issue/risk logs***
- 4. In relation to the transition from paper to digital health records at your Trust, please provide:***
 - a. Any paper to digital transition plans***
 - b. Benefit realisation documents***
- 5. In relation to paperless/paperlite outpatient consultations at your Trust, please provide:***
 - a. Policies***

- b. Procedures**
- c. Processes**
- d. Guidance documents**
- e. Process maps**
- f. Process flowcharts**
- g. Service standards/KPIs**

6. In relation to the creation of health records for new patients in acute admission wards/emergency departments at your Trust, please provide:

- a. Policies**
- b. Procedures**
- c. Processes**
- d. Guidance documents**
- e. Process maps**
- f. Process flowcharts**
- g. Service standards/KPIs**

7. In relation to the provision and delivery of health records to clinical staff for existing/already known patients in acute admission wards/emergency departments at your Trust, please provide:

- a. Policies**
- b. Procedures**
- c. Processes**
- d. Guidance documents**
- e. Process maps**
- f. Process flowcharts**
- g. Service standards/KPIs**

8. In relation to the creation of health records for babies delivered at your Trust, please provide:

- a. Policies**
- b. Procedures**
- c. Processes**
- d. Guidance documents**
- e. Process maps**
- f. Process flowcharts**
- g. Service standards/KPIs**

9. In relation to the management and prevention of loose clinical documentation/health records at your Trust, please provide:

- a. Policies**
- b. Procedures**
- c. Processes**
- d. Guidance documents**
- e. Process maps**
- f. Process flowcharts**
- g. Service standards/KPIs**

10. In relation to the management and prevention of missing or misplaced clinical documentation/health records at your Trust, please provide:

- a. Policies**
- b. Procedures**
- c. Processes**
- d. Guidance documents**
- e. Process maps**
- f. Process flowcharts**
- g. Service standards/KPIs**

11. In relation to health records held within E-Referral Service/Choose & Book such as referral letters, how is this shared with, accessed through or manually copied onto your EPR/EDMS at your Trust, please provide:

- a. Policies**
- b. Procedures**
- c. Processes**
- d. Guidance documents**
- e. Process maps**
- f. Process flowcharts**
- g. Service standards/KPIs**

12. In relation to the integration of community and acute health records at your Trust, please provide:

- a. Policies**
- b. Procedures**
- c. Processes**
- d. Guidance documents**
- e. Process maps**
- f. Process flowcharts**
- g. Service standards/KPIs**

13. In relation to the health record documentation sources defined for use by clinical coders at your Trust, please provide:

- a. Policies**
- b. Procedures**
- c. Processes**
- d. Guidance documents**
- e. Process maps**
- f. Process flowcharts**
- g. Service standards/KPIs**

14. In relation to any health records management functions provided by non-NHS suppliers at your Trust, please provide:

- a. Policies**
- b. Procedures**
- c. Processes**

- d. Guidance documents**
- e. Process maps**
- f. Process flowcharts**
- g. Service standards/KPIs**
- h. Any information demonstrating benefits attributable to these arrangements**

County Durham and Darlington NHS Foundation Trust replies:

Please find attached the Clinical Record Keeping Policy and procedures relating to how we manage medical records and documentation with our scanning provider.

We have had an outsourced Medical Record function since 2013 where our medical records are scanned for attendances and made available electronically for clinicians to view. Any new documentation that is created is barcoded and scanned by the scanning provider.

We have not yet implemented an EPR or transitioned to digital Health Records, as our current solution is a scanned Health Record. In January 2019, our Board approved the business case for transition to an EPR

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive
County Durham & Darlington NHS Foundation Trust
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane

Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113
Website: www.ico.gov.uk.

There is no charge for making an appeal.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer