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Request for Information Reference: 06.19.36

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Email only

15 July 2019

## **Freedom of Information Act 2000 – Request for Information**

Thank you for your request for information received on 17 June 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 the Electronic Document Management (EDM) System. Specifically you requested information as follows:

***We would be grateful if you could clarify your Trusts current position in relation to Health Records digitisation by answering the following questions – we are however aware of a previous FOI submitted in 2013/14. If there has been no change since the previous response, please confirm no change has occurred. If changes have occurred, please review and respond to the below:***

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

Answer: 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?***

Answer: 2012/2013.

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

Answer: October 2013.

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

Answer: January 2014.

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

Answer: Restore (Scanning Services), Civica (Software Supplier).

**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?**

Answer: Scanning was provided by TNT and then Restore.

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

Answer: January 2014.

**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.**

Answer: 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).**

Answer: Cash Releasing Benefits:

Reduced Medical Record staffing Costs – Within a year  
Reduced storage costs for Medical Records – Within a year  
Reduction in the use of paper – Ongoing

Non-Cash Releasing Benefits:

Reduction in cancelled clinics and attendances: within a year  
Improved Clinical Effectiveness: within a year  
Improved availability of Medical Records: within a year  
Support standardisation of clinical records across the organisation: within a year  
Improved patient confidentiality: from system implementation  
Reduction in the amount of missing records: within a year  
Improved record organisation: from scanning  
Ability to provide clinics at different locations: from implementation

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

Answer: A mixture of information being capture electronically from other systems and information documented on paper and then scanned.

**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?**

Answer: Other systems generate an electronic output which is ingested in to the Electronic Medical Record.

**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)?**

Answer: We use prebarcoded forms or barcode are added to the documents.

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

Answer: Civica – ECDM System, Restore – Scanning Solution

**Question 3)**

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

Answer: N/A

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

Answer: N/A

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

Answer: N/A.

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](http://www.ico.gov.uk).

There is no charge for making an appeal.

Yours sincerely

**Joanna Tyrrell**  
**Freedom of Information Officer**