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Request for Information Reference: 11.20.27

Email: cdda-tr.cddftfoi@nhs.net
Email only

11 February 2021

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 15th January 2021 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to Electronic Patient Records & Document Scanning and I am providing the following information in response to your specific questions:

1. Does the Trust manage the digitisation of its patient records on-site or is this an outsourced service?

Outsourced Service.

2. If outsourced who is the current provider, when did the contract start and what is the contract term?

Restore: 01/09/2020 to 31/08/2022 with two x 12 month extensions available.

a) Was this contract awarded via any Frameworks e.g. CCS RM1063?

Direct Award – ESPO. ESPO390

b) What is the cost of digitising patient records within the trust?

N/A.

c) What is the cost of digitising patient records with outsourced providers?

Whole life: £875,278.00

d) What are the Trusts targets for having patient files scanned and hard-copy notes available as digital images?

The Trust started scanning patient files in 2013, all patients with historical patient files now attend with a digitised record.

- 3. If the patient file scanning is provided in house how many staff are involved in:**
- a) Preparing and/or scanning medical records/patient files?**
 - b) Distributing (delivering or collecting) physical notes around the estate?**
 - c) Retrieving and collecting physical notes from on-site stores?**

N/A outsourced service

- 4. What is the volume of patient record creation per day/week/month by the Trust (day forward records) for 2020?**

3,884,711 day forward pages were scanned in 2020.

- a) Is the scanning of patient records linked to any Document Management systems?**

Yes.

- b) If so can you confirm which ones are used within the Trust?**

WinDIP.

- 5. What is your average number of daily created paper records?**

10,650.

- 6. Does the Trust currently scan documents at department level?**

- a) If so, what hardware is used to scan records?**
- b) How were they procured?**
- c) Who in the Trust is responsible for the contract management and procurement of these technologies?**

No.

7. Please outline which departments are scanning physical paper records and average daily volumes, both back scan and day forward (if they can be separated)?

8. Is there a quality standard to adhere to within the Trust for scanning paper notes?

N/A - Scanning is completed by an outsourced provider.

9. Does the Trust scan other records than patient files?

a) If yes could you please supply daily volumes of record scanning?

b) If yes, please also supply types of records which are scanned?

No

10. Can you please provide the contact details including email address/format of the Trust's IT Director?

a) If the IT Director is not responsible for digital transformation, please supply contact details, including email address/format of the person(s) who are?

Mr Andrew Izon, Associate Director of Health Informatics who can be contacted by email via his PA Mrs Liz Ainslie: liz.ainslie@nhs.net

b) Please also supply the details of those responsible for managing patient records (scanning, physical storage and delivery etc.).

Mr Mark Herkes, Head of Health Records/ ECDM Contract Manager:
mark.herkes@nhs.net

11. Could you please supply a current organisational chart for medical records, digitisation services and digital transformation programmes?

Please see Attachment 1.

12. Are medical record libraries managed within the Trust or outsourced?

Outsourced.

a) if outsourced who is the supplier?

Restore

b) when was the contract issued and for what period?

01/09/2020 to 31/08/2022 with 2 x 12 month extensions available.

c) how many files/boxes are stored off site?

35,470 boxes

d) if Trust libraries are in-house/on-site how many boxes/files are there?

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 on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer