

Information Governance

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3 December 2020

Our reference: FOI DA3615

I am responding to your request for information received 10 November 2020 which you clarified on 13 November 2020. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Keshia Harvey
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision. If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention

Chair: Mark Lam

Interim Chief Executive: Paul Calaminus

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Request:

Dear East London NHS Foundation Trust,

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

Answer: The Trust's active patient records are electronic so this question is not applicable.

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

Answer: As the Trust's active records are electronic we do not need to outsource digitisation of records.

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

Answer: Not applicable

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

Answer: Not applicable

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

Answer: Not applicable

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

Answer: The Trust's active patient files are already electronic. A number of paper records are held with archiving providers. These are subject to routine review and either retention or deletion. Dependent on the remaining retention period they may be scanned and attached to the relevant electronic clinical system or retained with the provider if their review and delete date is imminent.

Question 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?

Answer: Not applicable

b. Distributing (delivering or collecting) physical notes around the estate?

Answer: Not applicable

c. Retrieving and collecting physical notes from on-site stores?

Answer: Not applicable

Question 4. What is the volume of patient record creation per day/week/month by the trust (day forward records)?

Clarification Paper records created each day, usually following inpatient/outpatient episodes / referral letters etc. Day-forward files.
2020 is fine.

Answer: The volume of paper records created each day is not recorded and therefore is not available.

a. Is the scanning of patient records linked to any Document Management systems?

Answer: ELFT does not routinely scan patient records. This question is therefore not applicable

b. If so can you confirm which ones are used within the trust?

Answer: Not applicable

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

Answer: Not applicable

Question 6. Does the trust currently scan documents at department level?

Answer: The Trust does not scan documents at department level.

a. If so, what hardware is used to scan records?

Answer: Not applicable

b. How were they procured?

Answer: Not applicable

c. Who in the trust is responsible for the contract management and procurement of these technologies?

Answer: ELFT does not use these technologies. This question is therefore not applicable to us.

Question 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).

Answer: ELFT departments do not scan physical paper records.

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

Answer: This question is not applicable as our active patient records are already electronic.

Question 9. Does the trust scan other records than patient files?

Answer: The Trust does not routinely scan records other than patient files.

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

Answer: This question is not applicable as we do not scan non patient records.

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

Answer: This question is not applicable as we do not scan non patient records

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

Answer: Philippa Graves, Chief Digital Officer, philippa.graves1@nhs.net

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.

Answer: Not applicable, as above

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

Answer: ELFT does not have a centralised service for managing patient records. Each clinical team is responsible for its own records

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

Answer: Section 22 of the Freedom of Information Act 2000, states that information is exempt, if at the time of the request the public authority holds it with a view to its publication. The Trust's digital team organisational chart is currently being reviewed and will be finalised at a later date.

Please note that there is not an organisation chart for medical records as this is devolved locally.

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

Answer: The Trust does not have a medical records library. Each team is responsible for the management of its own records

a: if outsourced who is the supplier?

Answer: ELFT does not have a medical record library. This question is therefore not relevant.

Nonetheless we do hold archived records with a number of suppliers including Iron Mountain, Restore and EDM

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

Answer: Iron Mountain was issued on 26/05/2005 and this is a rolling contract.
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Restore was issued on 14/03/2020 and the contract expires on 13/03/2022.

EDM was issued on 01/02/2020 and the contract expires on 31/01/2022.

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

Answer: We are unable to determine how many boxes and files are stored off site.

We are currently working with our suppliers to establish this but this is work in progress. We do not currently hold this information and are therefore unable to provide a definitive response

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

Answer: ELFT does not have an onsite library.