Date: **14 May 2019**

Our reference: **FOIRQ5177**

Dear Sir/Madam,

Thank you for your request for information processed under the Freedom of Information Act 2000. Please see our response to your request below:

Your Request and Our Response (in bold)

*1.	Does the trust manage the digitisation of its patient records on-site or is this an outsourced service?* – **This service is now managed in-house**

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

> *a.	Was this contract awarded via any Frameworks e.g. CCS RM1063?*
> *b.	What is the cost of digitising patient records within the trust?*
> *c.	What is the cost of digitising patient records with outsourced providers?*
> *d.	What are the trusts targets for having patient files scanned and hard-copy notes available as digital images?*

*3.	If the patient file scanning is provided in house how many staff are involved in:* **We have a total of 13 staff that work in-house bureau. Staff will be allocated to each process depending on the volume of work received on a daily basis.**

> *a.	Preparing and/or scanning medical records/patient files?* **The number of staff required may vary depending on the volumes as above**

> *b.	Distributing (delivering or collecting) physical notes around the estate?* **2 members of staff are required**

> *c.	Retrieving and collecting physical notes from on-site stores?* **2- 3 members of staff required**

*4.	What is the volume of patient record creation per day/week/month by the trust (day forward records)?* **We do not centrally record this level of information; but we approximately create 2700 Outpatient files; and 400 inpatient records per week.**

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? **We use Kanios Evolve EDM**

5. What is your average number of daily created paper records? **The average number is approximately 500 Outpatient files per day; and 80 Outpatients per day**

6. Does the trust currently scan documents at department level? **The speciality of the file is captured during the scanning process.**

    a. *If so, what hardware is used to scan records?* **Kodak ingenuity scanners**
    b. *How were they procured?* **These were included in the EDM system procurement**
    c. *Who in the trust is responsible for the contract management and procurement of these technologies?* **ICT**

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). **The internal Scanning Bureau processes on average 55,000 documents per month. Local administration teams also have the ability to scan documents to the system; but quantities are unknown.**

8. Is there a quality standard to adhere to within the trust for scanning paper notes? **The Scanning Bureau processes documentation in accordance with BS1008**

9. Does the trust scan other records than patient files? **No.**
a. If yes could you please supply daily volumes of record scanning? **N/A**
b. If yes, please also supply types of records which are scanned? **N/A**

10. Can you please provide the contact details including email address/format of the trust's IT Director? **Ward Priestman Ward.Priestman@gosh.nhs.uk**

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

    Please note: The information we have provided covers the period up to 12/04/2019, which is the date your request was

received. The Trust has since migrated to a new system called "Epic" and staff roles' would have changed. We are therefore unable to provide the information requested.

11. Could you please supply a current organisational chart for medical records, digitisation services and digital transformation programmes? **Please see the Medical Records structure below:**

> **1 x Trust Records Manager**
> **1 x Deputy Records Manager**
> **1 x Operational Manager**
> **2 x Team Leaders**
> **2 x Senior Record Management Administrators**
> **13 x Scanning Co-ordinators**
> **12 x Scanning Administrators**
> **2 x Record Management Administrators**

Please note:
The information provided under the Freedom of Information Act 2000 is the information held on the date the request was received by the Trust.

I trust the information provided is sufficient and helps to answer any concerns, questions or issues you may have.

If you should have any further queries related to this request, please do not hesitate to contact the FOI Team. Please ensure that the above reference number is quoted on any correspondence.

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Yours sincerely

Freedom of Information team
Great Ormond Street Hospital for Children NHS Foundation Trust
Email: foiteam@gosh.nhs.uk

[Enclosed – Your rights – see next page]

Your Rights
If you are not dissatisfied with the response you have received to your request for information, please contact the FOI team and quote your reference number on all correspondence relating to your request.

You can also write to the Head of Quality & Safety at the following address:

Quality & Safety team
Great Ormond Street Hospital
LONDON
WC1N 3JH

If you are still not satisfied with your response, you also have the right to appeal to the Information Commissioner.

You can contact the Information Commissioner's Office at the following address:

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