

Freedom of Information request 312-18

Request

Please can you assist me in providing the following information regarding the Health Board's Print/Mail and regarding electronic patient record provisions:-

NHS Borders (HB)

Request Questions:-

1. Does the HB have an EDRMS (electronic document records management system) for Electronic Patient Records?
2. If yes which EDRMS software/solution does the HB have?
3. Does the HB have plans to procure an EDRMS / records management solution and who is the contact for reviewing electronic patient record solutions?
4. How many physical patient record sets does the HB still hold on or off site?
5. Does the HB utilise a 3rd party storage organisation to store / manage /transport paper case notes? If so please note the name of the current incumbent.
6. Does the HB have patient record scanning solutions in-house - if yes please note the software & scanning locations.
7. If in-house please note the software/scanners typically used?
8. If off-site what organisation scans the patient notes and what is the SLA on the scanning of the document?
9. If off-site - how are the electronic files sent back or into the EPR system?
10. How many or what % of records have been digitised to date?
11. What organisation delivers the incoming mail to the HB locations?
12. If outsourced, who is the current provider, when did the contract start and what is the contract term?
13. What is the volume of outgoing physical mail still sent out by the HB?
14. Which sites/locations use hybrid mail services for sending letters or other correspondence and who provides the Hybrid mail solution?
15. Is the Hybrid mail printed & posted within Scotland?

Response

1. NHS Borders does not have an EDRMS.
2. Not applicable.
3. Yes, NHS Borders contact details: George Ironside, Senior Health Information Manager, george.ironside@borders.scot.nhs.uk
4. NHS Borders holds approx 250,000 casenotes.
5. Yes, current provider is Oasis/Removal Services Scotland.
6. No.
7. Not applicable.
8. Not applicable.
9. Not applicable.

10. None.
11. NHS Borders use an in-house courier service to deliver mail to HB locations.
12. Not applicable.
13. There is approx 250,000-500,000 items of physical mail sent out per annum.
14. NHS Borders do not use hybrid mail services.
15. Not applicable.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **312-18** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.