NHS Borders
Planning & Performance

NHS Borders
Education Centre
Borders General Hospital
Melrose
Roxburghshire
TD6 9BD
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Freedom of Information request 167-19

Request & Response

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

   No

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

   Not applicable.

   a. Was this contract awarded via any Frameworks e.g. CCS RM1063? **N/A**
   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? **N/A**
   d. What are the trusts targets for having patient files scanned and hard-copy notes available as digital images? **There is a desire to scan active casenotes, but at this time no firm date for this has been agreed.**

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?

   Not applicable.

4. What is the volume of patient record creation per day/week/month by the trust (day forward records)?
   a. Is the scanning of patient records linked to any Document Management systems?
   b. If so can you confirm which ones are used within the trust?

   Not applicable

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

   The number of paper documents created daily is estimated at 1,400

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

   This is minimal, some referrals are scanned at department level.

   a. If so, what hardware is used to scan records? - **Ricoh**
   b. How were they procured? – **Framework Contract**
   c. Who in the trust is responsible for the contract management and procurement of these technologies? – **Head of IM&T**

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)

   None

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

   As NHS Borders are not currently scanning paper notes there is no defined standard at this time.

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

   Yes

   a. If yes could you please supply daily volumes of record scanning? – **Not recorded**.
   b. If yes, please also supply types of records which are scanned? – **Invoices and Credit Notes**

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. –

       Jackie Stephen. Head of IM&T - Jackie.Stephen@borders.scot.nhs.uk

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

       George Ironside, Senior Health Information Manager - George.ironside@borders.scot.nhs.uk

11. Could you please supply a current organisational chart for medical records, digitisation services and digital transformation programmes?
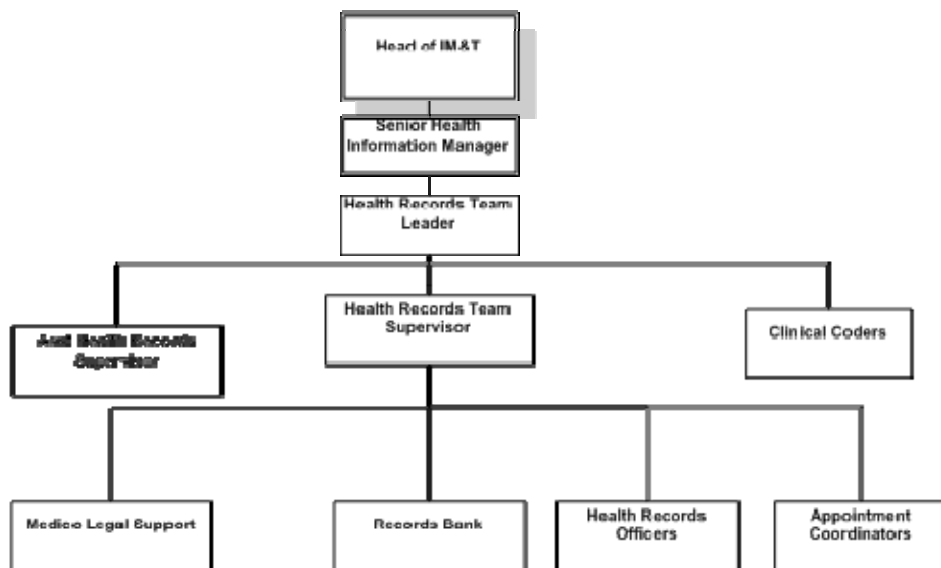
If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders 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 **167-19** 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.