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Our ref: FOI – 5145

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Date: 8th February 2019

By email only:

Dear

We write further to your request for information under the Freedom of Information Act dated 14th January 2019. We have set out your request, together with our response below.

1. Please provide all strategies relating to health records (electronic or paper health records) at your Trust

Covered in Health Records Operational Management Policy. Please find attached

2. Please provide all policies relating to health records (electronic or paper health records) at your Trust

Covered in Health Records Operational Management Policy. Please find attached

3. In relation to the implementation of EPR, Clinical EDMS at your Trust, please provide:
 - a. Implementation plans
 - b. Project plans
 - c. Project issue/risk logs

Not applicable as we do not have an EPR or EDMS

4. In relation to the transition from paper to digital health records at your Trust, please provide:
 - a. Any paper to digital transition plans
 - b. Benefit realisation documents

Not applicable as we do not have an EPR or EDMS

5. In relation to paperless/paperlite outpatient consultations at your Trust, please provide:
- a. Policies
 - b. Procedures
 - c. Processes
 - d. Guidance documents
 - e. Process maps
 - f. Process flowcharts
 - g. Service standards/KPIs

Covered in Health Records Operational Management Policy. Please find attached

6. In relation to the creation of health records for new patients in acute admission wards/emergency departments at your Trust, please provide:
- a. Policies
 - b. Procedures
 - c. Processes
 - d. Guidance documents
 - e. Process maps
 - f. Process flowcharts
 - g. Service standards/KPIs

Covered in Health Records Operational Management Policy. Please find attached

7. In relation to the provision and delivery of health records to clinical staff for existing/already known patients in acute admission wards/emergency departments at your Trust, please provide:
- a. Policies
 - b. Procedures
 - c. Processes
 - d. Guidance documents
 - e. Process maps
 - f. Process flowcharts
 - g. Service standards/KPIs

Covered in Health Records Operational Management Policy. Please find attached

8. In relation to the creation of health records for babies delivered at your Trust, please provide:
- a. Policies
 - b. Procedures
 - c. Processes
 - d. Guidance documents
 - e. Process maps
 - f. Process flowcharts
 - g. Service standards/KPIs

Covered in Health Records Operational Management Policy. Please find attached

9. In relation to the management and prevention of loose clinical documentation/health records at your Trust, please provide:
- a. Policies
 - b. Procedures
 - c. Processes
 - d. Guidance documents
 - e. Process maps
 - f. Process flowcharts
 - g. Service standards/KPIs

Covered in Health Records Operational Management Policy. Please find attached

10. In relation to the management and prevention of missing or misplaced clinical documentation/health records at your Trust, please provide:
- a. Policies
 - b. Procedures
 - c. Processes
 - d. Guidance documents
 - e. Process maps
 - f. Process flowcharts
 - g. Service standards/KPIs

Covered in Health Records Operational Management Policy. Please find attached

11. In relation to health records held within E-Referral Service/Choose & Book such as referral letters, how is this shared with, accessed through or manually copied onto your EPR/EDMS at your Trust, please provide:

- a. Policies
- b. Procedures
- c. Processes
- d. Guidance documents
- e. Process maps
- f. Process flowcharts
- g. Service standards/KPIs

- **An extract is received every day of all appointments booked using eRS**
- **For each appointment, the UBRN is used to extract the referral and other clinical information from eRS**
- **These multiple documents are then dropped into a folder with the UBRN and NHS No reference and an automated routine turns these into one PDF**
- **Using the NHS No, it is then uploaded into the Trust's Clinical Results Reporting System (CRRS) and stored against the patient as a referral letter.**
- **The referral letter in CRRS is for information only; the follow process of Accepting, Rejecting or Re-directing referrals is still managed wholly through ERS.**

The E-Referral system is a national system operated and controlled by NHS Digital. Their policy on document retention can be found here:

<https://digital.nhs.uk/about-nhs-digital/our-work/keeping-patient-data-safe/gdpr/gdpr-register/nhs-e-referral-service-e-rs>

12. In relation to the integration of community and acute health records at your Trust, please provide:

- a. Policies
- b. Procedures
- c. Processes
- d. Guidance documents
- e. Process maps
- f. Process flowcharts
- g. Service standards/KPIs

Covered in Health Records Operational Management Policy. Please find attached

13. In relation to the health record documentation sources defined for use by clinical coders at your Trust, please provide:

- a. Policies
- b. Procedures
- c. Processes
- d. Guidance documents
- e. Process maps
- f. Process flowcharts
- g. Service standards/KPIs

Covered in Clinical Coding Policy. Please find attached

14. In relation to any health records management functions provided by non-NHS suppliers at your Trust, please provide:

- a. Policies
- b. Procedures
- c. Processes
- d. Guidance documents
- e. Process maps
- f. Process flowcharts
- g. Service standards/KPIs
- h. Any information demonstrating benefits attributable to these arrangements

Covered in Health Records Operational Management Policy. Please find attached

As we have provided the information that we do hold your request is now closed. We trust that this is satisfactory but if you are dissatisfied with the way that it has been handled you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Geoff Stokes, Director of Corporate Affairs, UHCW, Clifford Bridge Road, Coventry CV2 2DX.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely
Andrea Phillips

FOI & Access to Health Records Manager