

Ref FOI17 459
Date 1 December 2017

Dear Sir/Madam

Request for information under the Freedom of Information Act 2000

Please find below/attached the Isle of Wight NHS Trust's response to your request.

1. How many printers/MFDs does the Trust have?

90 MFDs

2. Does the Trust have a Managed Print Service contract? If so, who provides the Managed Print Service?

Response - No – N/A

3. When was the contract awarded and what is the length of the contract?

Response - MFDs split date installs 2013 and 2014 – 5 year contract

4. What is the approximate spend on print annually?

£147,144 on MFD, printers, toners, etc. and £183,299 printing costs for NHS Creative (16/17)

5. Who is responsible at the Trust for the running/upkeep of the Managed Print Service solution?

Response - The Trust has no managed print service

6. Does the Trust have an onsite print room? If yes, who manages the print room and what are the contract dates?

Response - Yes an onsite print unit is run by the print unit manager. There are no contract dates as the staff are permanently employed by the Trust.

7. Does the Trust use an external supplier for commercial print? If so, who is used and what is the approximate annual spend?

Response - Yes, we use external suppliers for work that cannot be produced in house. The Trust spent £313,261 on external printing 2016/17

8. What is the volume of outgoing mail sent by the Trust?

Response - On average circa 7494 letters a week.

9. Does the Trust have any hybrid mail services for sending letters or other correspondence?

Response - Yes

10. If yes, who is the hybrid mail provider, when did this contract start and what is the contract term?

Response - Neopost, the contract started 17 April 2012, it is a yearly contract.

11. What is the Trust's percentage of DNAs (Do not attend) figures for the whole trust for the most recent year.

1.1%

12. What is the approximate annual spend on mail?

Response - for 2016/17 £212,000.

13. Does the Trust have a strategy to manage patient records electronically? If so please detail.

Response - Trust ICT Strategy:

<http://www.iow.nhs.uk/Downloads/Strategies%20and%20Policies/Trust%20Key%20Strategies/ICT%20Strategy.pdf>

14. What PAS system does the Trust use?

Response - DXC Patient Centre

15. Does the Trust have an ED RMS (electronic document records management system)? If so which ED RMS software does the Trust have?

Response – No

16. Does the Trust have an EPR system? If so, which EPR system does the Trust have?

Response: Yes; CGI eCarelogic

17. Does the Trust have plans to procure an EPR / ED RMS / records management solution?

Response: EPR – already have one

ED RMS - No

18. How many physical patient record sets does the Trust have?

Response - Approx. 250,000

19. Who at the Trust looks after the patient records?

Response - Names and contact details of Trust staff are considered to constitute their personal data as defined within the Data Protection Act 1998 and as such are exempt under Section 40(2) of the Freedom of Information Act 2000. However, we can advise that this responsibility falls within the remit of Shaun Stacey, Chief Operating Officer. Further information regarding the Trust and the Executive Board is readily available on the Trust website. www.iow.nhs.uk

20. Does the Trust utilise a 3rd party storage organisation to store / manage paper notes or is Trust-own space utilised? Please detail.

Response - In addition to storing records on site, the Isle of Wight NHS Trust utilises two external storage locations 1) Isle of Wight Council Corporate Stores, and 2) Inner Spaces. These external sites are used for storage only, and the records are still managed by the Trust.

21. Is the trust scanning any patient records – in-house or via a 3rd party scanning bureau? If so how many records have been digitised?

The Trust scans some medical records in-house in relation to Subject Access Requests. Approximately 2000 records have been scanned in the last 3 years.

22. How many personnel are employed within the health records management team (to file, retrieve, update physical records)?

Response - Approximately 9 whole time equivalent members of staff.

23. If scanning is done in-house, how many personnel are involved?

The Trust undertakes some scanning of medical records in response to requests for subject access. This scanning is undertaken in the Information Governance team and requires approximately 0.5 of a Band2 resource.

Please note that this response does not constitute consent for direct marketing.

The Isle of Wight NHS Trust serves a resident population of 140,000 with a substantial influx of tourists during the summer months. The Trust provides acute, ambulance, community, maternity, mental health services on the Isle of Wight. As the only fully integrated service provider in England with this unique range of services comparisons with other service providers are not always straightforward.

A log of this request will be held on a database by the Trust. All hard copy correspondence relating to this request will be held for one year from the date of this letter, before being confidentially destroyed. A copy of this response will be published on the Trust website.

If you are unhappy about the response you have received, you should write and request the Trust to undertake an internal review of your application. A senior member of staff, not previously involved with your request for information, will undertake this review. If you remain dissatisfied with the response received you may complain to the Information Commissioner at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Please do not hesitate to contact this office if you have any further questions.

Yours faithfully

Freedom of Information Team