

Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

**Ref:** FOI-022025-0001445

**Date:** 13.3.25

**Address / Email:**

Dear

**Request Under Freedom of Information Act 2000**

Thank you for requesting information under the Freedom of Information Act 2000, please see response below.

1. Paper Medical Records Management How many paper medical records does the Trust have as a data controller?
  - Circa 3 million
2. How many primary on-site record libraries are there? (Just looking for primary storage locations, not local departmental stores etc. as that would take a long time to reply to).
  - 0
3. How many off-site record libraries are there?
  - 1 library, 1 light store (both staffed by Trust), 1 external deep store (files>8 years old)
4. Is records management outsourced for some paper medical records?
  - No.

Deep store is an offsite storage facility managed by Restore. Under the instruction from the Trust they will retrieve records they do not carry out any other aspects of records management; this is carried out by our medical records team.

The Trust follows the [NHS Records Management Code of Practice](#) and operate a "weeding" system. Once a record / part of a record has been identified to be at the end of its retention period, it is confidentially destroyed by a third-party supplier. This service is currently provided by Shred-It via a contract awarded through our Private Finance Initiative (PFI) provider.

5. Is records management outsourced for all paper medical records?
  - As per our response to Q4.
6. How many records are Trust-managed and how many are outsourced to a records management provider?
  - As per our response to Q4.
7. If some or all records management is outsourced, what is the records management provider(s) company name(s)?
  - As per our response to Q4

8. Is the company (if more than 1, please list) a Data Controller and/or a Data Processor for the Trust?
  - Data Processor
9. How many records has the Trust authorised and had destruction undertaken for within the last two years
  - 2022/23 19,236 and 2023/24 14,180
10. Was destruction undertaken by a BS15713 provider?
  - Yes
11. If yes, which of the following are they accredited to: BS15713:2009 or BS15713:2023?
  - BS15713:2023
12. If records management is outsourced, does this include active records (records that have been in active circulation within the last three years)?
  - As per our response to Q4.
13. If records management is outsourced, does this include dormant records (records that have been in active circulation in the last four to eight years)?
  - As per our response to Q4.

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager  
Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ  
Email: [dgft.dpo@nhs.net](mailto:dgft.dpo@nhs.net)

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team**  
**The Dudley Group NHS Foundation Trust**