

Date: 20/04/2018

FREEDOM OF INFORMATION REQUEST FOI/014037 – Managed print contract

Please can you assist me in providing the following information about the Trust:

1. How many printers/MFD's does the Trust have?
2. Does the Trust have a Managed Print Service contract?
3. If so, who provides the Managed Print Service?
4. When was the contract awarded and what is the length of the contract?
5. What is the approximate spend on print annually?
6. Who is responsible at the Trust for the running/upkeep of the Managed Print Service solution?

Questions 1 to 6 - To see a previous response on Managed print services please go to the disclosure log on the Trust website <http://dudleygroup.nhs.uk/about-us/freedom-of-information/disclosure-log/> and in the search box type in 013955

7. Does the Trust have a strategy to manage patient records electronically? If so please detail.
8. Does the Trust have an EDRMS (electronic document records management system)? If so which EDRMS software does the Trust have?
9. Which EPR system does the Trust have? -
10. Does the Trust have plans to procure an EPR / EDRMS / records management solution?

Questions 7 to 10 - To see a previous response please go to the disclosure log on the Trust website <http://dudleygroup.nhs.uk/about-us/freedom-of-information/disclosure-log/> and in the search box type in 013724

11. How many physical patient record sets does the Trust have? Just over a million
12. Does the Trust utilise a 3rd party storage organisation to store / manage paper notes? If so please detail. Yes we currently use Re-store
13. Has the Trust scanned any patient records – in-house via a 3rd party scanning bureau? If so how many records have been digitised? No not at present
14. Does the Trust have dedicated storage library space for health (and corporate / non-clinical) records? Yes
15. How many personnel are employed within the health records management team (to file, retrieve, update physical records)? 37.9 WTE
16. Does the Trust manage its own incoming mail or is this service outsourced?
17. If outsourced, who is the current provider, when did the contract start and what is the contract term?
18. What is the volume of outgoing mail sent by the Trust?
19. Does the Trust have any hybrid mail services for sending letters or other correspondence?

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

Questions 16 to 20 –

The Trust's FM services are provided by our PFI partner as a part of a comprehensive Facilities Management Service. The full range of services is paid by means of a single unitary payment which does not identify individual cost items. Mail room is a part of that PFI agreement.

21. What is the Trust's percentage of DNA's (Do not attend)? - To see a previous response please go to the disclosure log on the Trust website <http://dudleygroup.nhs.uk/about-us/freedom-of-information/disclosure-log/> and in the search box type in 013991