

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

Ref: FOI-022026-0002199

Date: 10.03.2026

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

Please can you answer the following questions regarding the Trust's print and document management set up under the Freedom of Information Act:

1. During 2025, approximately how many paper documents created in clinical or administrative settings were later scanned or uploaded into the Trust's electronic patient record system? – **Not known information not collected**
2. During 2025, what was the total number of pages printed by the Trust? – **This is an estimate, due to scale of request and various systems and contracts. 341,616**
3. How many printers or multifunction devices (MFDs) were in active use across the Trust during 2025? - **Contract for 279 MFD across the Trust**
4. How many print- or scanning-related faults or failures were logged during 2025? - **87**
5. Does the Trust maintain physical storage for legacy medical records, and if so, are those records primarily stored on Trust premises, or off-site with a third-party provider? – **Trust sites**
6. During 2025, approximately how many outpatient or patient appointment communications were issued by post or hybrid mail? - **377,102 Clinical Letters & 341,616 appointment letters**
7. During the same period, how many missed or unattended appointments ("no-shows") were recorded? And how many of those no-shows were attributed to appointment communications not being received or acknowledged by the patient? - **There were 26,442 DNAs in the period requested, unable to break this down further**

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

FOI/REF FOI-

Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: 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

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

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust