

Date: Thursday, 23rd March 2023  
Our Ref: MB/CM FOI 5618

Sid Watkins Building  
Lower Lane  
Fazakerley  
Liverpool L9 7BB  
Tel: 01515253611  
Fax: 01515295500  
Direct Line: 01515563038

**Re: Freedom of Information Request FOI 5618**

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 28th February 2023.

Your request was as follows:

1.  Does the Trust have a dedicated on-site scanning team for paper records?
1.  If so, how many FTE are within the team?
2.  What volumes are the team scanning on a daily / weekly / monthly / annual basis?
3.  Are the team scanning legacy records or day forward, or both?
4.  What hardware & software is used by the team?
5.  Is the hardware leased, rented or was it purchased outright?
6.  Who is responsible within the organisation for the procurement of hardware and software? Please supply contact details.

[The Walton Centre NHS Foundation Trust \(WCFT\) do not have a dedicated on-site scanning team for paper records.](#)

2.  If the Trust does not have a dedicated on-site scanning team, is there a contract for outsourced document scanning provisions?

1.  If so, who is this contract with?
2.  What is the value of the contract?
3.  When is the contract due for renewal?

1. If so, who is this contract with?

[Cosmo graphics via a third party - Uniscope](#)

2. What is the value of the contract?

£102k

3. When is the contract due for renewal?

end date 31.03.23

3.  Does the Trust have on-site facilities to store paper records?

The WCFT do have on-site facilities to store paper records.

4.  Does the Trust have contract(s) for off-site storage?

1.  If so, who is the contract with?

2.  Does the contract include scan on demand or digitising services?

3.  If so, what volumes of pages / images are scanned daily/weekly/monthly/annually?

4.  What is the annual cost for outsourced scanning - either on-demand or scheduled?

4. Does the Trust have contract(s) for off-site storage? - The WCFT do have a contract for off-site storage

1. If so, who is the contract with? - Uniscope

2. Does the contract include scan on demand or digitising services?

Scan on demand is not included in the contract. CG-Gold is under Uniscope and they provide scanning services for inactive case notes

3. If so, what volumes of pages / images are scanned daily/weekly/monthly/annually?

From December 21-May 22. Scanned approx. 600 boxes of casenotes (approx. 12-16 casenotes per box of varying size). The WCFT scan inactive case notes to free up storage space.

4. What is the annual cost for outsourced scanning - either on-demand or scheduled?

Approx £150k although no scanning has been done since May 2022 due to review of current service and providers.

5.  Are there departments within the Trust that scan their own documents locally?

1.  If so, what hardware and software is used to manage this?

2.  Are volumes captured? If so, what are they?

3.  What types of documents are scanned?

5. Are there departments within the Trust that scan their own documents locally?

Yes

1. If so, what hardware and software is used to manage this?

The WCFT use in-house eP2

2. Are volumes captured? If so, what are they?

I can confirm in accordance with Section 1 of the Freedom of Information Act 2000 (FOIA) that we do not hold the information you have requested. Therefore we cannot provide this information.

Under the FOIA, we are not required to create this information in order to answer your request. I should explain that the FOIA is to do with transparency of information held by public authorities. It gives an individual the right to access recorded information held by public authorities. The FOIA does not require public authorities to generate information, or

to answer questions, provide explanations or give opinions, unless this is recorded information that they already hold.

### 3. What types of documents are scanned?

Patient documentation - correspondence and referrals

### 6. Who is responsible for records / document management programmes/systems? Please provide contact

Operational Services Manager - Outpatient Access, Administration and Digital Health Records - The Walton Centre NHS Foundation Trust does not disclose individual staff members contact details. You can write to staff using the address below or alternatively email [wcft.enquiries@nhs.net](mailto:wcft.enquiries@nhs.net) asking for your correspondence to be forwarded on.

### 7. Who manages the contract(s) relationships with hardware providers and outsourced storage or scanning providers? Please provide contact details

Operational Services Manager - Outpatient Access, Administration and Digital Health Records - The Walton Centre NHS Foundation Trust does not disclose individual staff members contact details. You can write to staff using the address below or alternatively email [wcft.enquiries@nhs.net](mailto:wcft.enquiries@nhs.net) asking for your correspondence to be forwarded on.

Please see our response above in [blue](#).

### Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at [www.opsi.gov.uk](http://www.opsi.gov.uk) where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at [www.opsi.gov.uk/advice/psi-regulations/index.htm](http://www.opsi.gov.uk/advice/psi-regulations/index.htm)

If you are dissatisfied with the handling of your request, 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 the Freedom of Information Office at the address above.

**Please remember to quote the reference number, FOI 5618 in any future communications.**

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 by:

Post: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Online: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/>

Telephone: 0303 123 1113

Yours sincerely

Mike Burns



**Mr. Mike Burns, Executive Lead for Freedom of Information**