

**Freedom of Information Request****Ref: UHB 18-071**

Date 29 March 2018

By Email

Dear Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

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

The Trust has approximately 750 desktop printers.

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

No.

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

Not applicable as this not a managed print service at this Trust.

**4. What is the approximate spend on print annually?**

It is not possible to provide a total annual spend for all printing annually across the Trust as the majority of printing is carried out in-house and is embedded in Trust activity. The Trust has an in-house printing service which carries out some dedicated print activity. As indicated below, the Trust's spend for the past 12 months on commercial printing with our external supplier was £131,308.

If this does not answer your question, please could we ask you to clarify the scope of the information you are looking for.

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

Not applicable as this not a managed print service at this Trust.

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

Yes. The Trust print manager manages this and it is an in-house service.

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

Yes, LG Davis. The Trust's spend for the past 12 months is £131,308 - Please note the annual spend will vary depending on the needs of the Trust.

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

From April 2017 to March 2018 volume of outgoing mail is 1,653,297 .

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

Yes. Synetec send vast majority of patient letters generated by our Patient Administration system .

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

The Trust's hybrid mail provider is Synetec we. The Trust has been using Synetec for several years and the contract is due for renewal in 3 years' time.

**11. What is the Trust's percentage of DNA's (Do not attend)?**

The Trust's outpatient DNA rate is 7.3% for 17/18 (Year to Date).

**12. What is the approximate annual spend on mail?**

£669,450.08.

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

We are currently in the process of implementing an EDM system and EPR.

**14. What PAS system does the Trust use?**

System C, Medway.

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

Kainos Evolve.

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

System C, Medway

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

This has already been procured.

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

c.1.5 - 2 million.

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

Patient records are managed by the Trust Health Records Manager.

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

The Trust generally utilises its own space.

**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?**

All notes scanned in-house within our Scanning Bureau. c. 1,000,000 inc. archived records

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

c. 30-35 wte spread across 6 libraries

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

C. 50 wte

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, 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:

Trust Secretary  
University Hospitals Bristol NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above 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 at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

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