Freedom of Information Request

Reference Number: EPUT.FOI.18.535
Date Received: 24 April 2018

*Note to Applicant: As of 1 April 2017, North Essex Partnership University NHS Foundation Trust (NEP) and South Essex Partnership University NHS Foundation Trust (SEPT) merged to form one new organisation known as Essex Partnership University NHS Foundation Trust (EPUT).

Information Requested:

1. How many printers/MFDs does the Trust have?
   Printers - Circa 250
   MFDs - 191

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?
   N/A

4. What is the approximate spend on print annually?
   The Trust does not record printing costs separately. Printing costs are included within stationery and therefore it would not be possible to identify the printing element

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

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

7. Does the Trust use an external supplier for commercial print? If so, who is used and what is the approximate annual spend?
   - PDS, Formara and Green Square
   - Annual spend for 2017/18 - £60,000 - £70,000

8. What is the volume of outgoing mail sent by the Trust?
   In the South of the organisation there were 320,826 items of post sent from March 17 – March 18 which included Letter, Large Letter, small & medium parcels, International mail & signed for mail. This information is not available for the North of the organisation.

9. Does the Trust have any hybrid mail services for sending letters or other correspondence?
   No

10. If yes, who is the hybrid mail provider, when did this contract start and what is the contract term?
    N/A
11. What is the Trust’s percentage of DNAs (Do not attend)?
   **South:**
   Percentage of Consultant Outpatient appointment did not attend = 22.7%
   Percentage of Community MH appointment did not attend = 11.6%

   **North:**
   10.8%

12. What is the approximate annual spend on mail?
   We have historic information for the South only. The annual spend for March 17 – March 18 was between £130k - £150k.

13. Does the Trust have a strategy to manage patient records electronically? If so please detail.
   **IMT Strategy 2018 - 2022**

14. What PAS system does the Trust use?
   No PAS (Mental Health organisation)

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

16. Does the Trust have an EPR system? If so, which EPR system does the Trust have?
   Fortrus - Mobius, Civica - Paris and TPP - SystmOne

17. Does the Trust have plans to procure an EPR / EDRMS / records management solution?
   No

18. How many physical patient record sets does the Trust have?
   Approx 28,000 live records

19. Who at the Trust looks after the patient records?
   Records Management Team

20. Does the Trust utilise a 3rd party storage organisation to store / manage paper notes or is Trust-own space utilised? Please detail.
   Current / Active files stored in house and 3rd Party storage
   Archive files – 3rd Party Storage providers x 3

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?
   The Trust is ‘paper-lite’ – the vast majority of current records are already digitised. Any new paper records are scanned in by the Trust within 24 working hours

22. How many personnel are employed within the health records management team (to file, retrieve, and update physical records)?
   13 WTE not including Management (2 WTE)

23. If scanning is done in-house, how many personnel are involved?
   8 WTE of the above 13 wte