Standing Way
Eaglestone
Milton Keynes
MK6 5LD
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www.mkuh.nhs.uk

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 12 October 2018.

I am pleased to confirm the following.

1. **Please provide all strategies relating to health records (electronic or paper health records) at your Trust**

   Please find attached.

2. **Please provide all policies relating to health records (electronic or paper health records) at your Trust –**

   Please find attached the Health Records Policy

3. **In relation to the implementation of EPR, Clinical EDMS at your Trust, please provide:**
a. **Implementation plans**
b. **Project plans**
c. **Project issue/risk logs –**

   Section 43 is a qualified exemption, and we are required to assess as objectively as possible whether the balance of public interest favours disclosing or withholding the information. Our view that section 43 applies to your request is based on the judgement that disclosure of information would be likely to cause prejudice to the commercial interests of the Trust.

4. **In relation to the transition from paper to digital health records at your Trust, please provide:**

a. **Any paper to digital transition plans**

   The MKUH Change Transition Plan is a jointly owned document with Cerner and held commercially in confidence. Therefore the Trust is withholding this information under Section 43, Commercial Interests.

   a. **Benefit realisation documents**

   The MKUH Benefit Realisation document is a jointly owned document with Cerner and held commercially in confidence due to the sensitive nature of the documentation. Therefore the Trust is withholding this information under Section 43, Commercial Interests.

5. **In relation to paperless/paperlite outpatient consultations at your Trust, please provide:**
a. **Policies**

As a teaching hospital, we conduct education and research to improve healthcare for our patients. During your visit students may be involved in your care, or you may be asked to participate in a clinical trial. Please speak to your doctor or nurse if you have any concerns.

Chief Executive: Joe Harrison
Chairman: Simon Lloyd

b. **Procedures**
c. **Processes**
d. **Guidance documents**
e. **Process maps**
f. **Process flowcharts**
g. **Service standards/KPIs**

MKUH currently have no such document.

6. **In relation to the creation of health records for new patients in acute admission wards/emergency departments at your Trust, please provide:**
    a. **Policies**
    b. **Procedures**
    c. **Processes**
    d. **Guidance documents**
    e. **Process maps**
    f. **Process flowcharts**
    g. **Service standards/KPIs**

    3.5 of the Health Records Policy

7. **In relation to the provision and delivery of health records to clinical staff for existing/already known patients in acute admission wards/emergency departments at your Trust, please provide:**
    a. **Policies**
    b. **Procedures**
    c. **Processes**
    d. **Guidance documents**
    e. **Process maps**
    f. **Process flowcharts**
    g. **Service standards/KPIs**

The documents generated from these areas are collected on a daily basis however no documents are delivered to wards/A&E as this information is available via EDM or E-CARE. In terms of the policy the following is relevant: 5.1 of the health records Policy.

8. **In relation to the creation of health records for babies delivered at your Trust, please provide:**
    a. **Policies**
    b. **Procedures**
    c. **Processes**
    d. **Guidance documents**
    e. **Process maps**
    f. **Process flowcharts**
    g. **Service standards/KPIs**

Records for babies born at MKUH are create in the same way as all other patients. Information regarding this can be found in the Health Records Policy attached.

9. **In relation to the management and prevention of loose clinical documentation/health records at your Trust, please provide:**
   a. **Policies**
   b. **Procedures**
   c. **Processes**
   d. **Guidance documents**
   e. **Process maps**
   f. **Process flowcharts**
   g. **Service standards/KPIs**

In terms of loose clinical documentation we have a lever file in each ward area and admin area which is collected regularly though out the week. The general health records policy applies – where by all documents added to this folders but be added under the correct tabs defining categories and patient demographics must be present on each page.

   3.3 of the Health Records Policy

10. **In relation to the management and prevention of missing or misplaced clinical documentation/health records at your Trust, please provide:**
    a. **Policies**
    b. **Procedures**
    c. **Processes**
    d. **Guidance documents**
    e. **Process maps**
    f. **Process flowcharts**
    g. **Service standards/KPIs**

7.0 of the Health Records Policy

11. **In relation to health records held within E-Referral Service/Choose & Book such as referral letters, how is this shared with, accessed through or manually copied onto your EPR/EDMS at your Trust, please provide:**
    a. **Policies**
    b. **Procedures**
    c. **Processes**
    d. **Guidance documents**
    e. **Process maps**
    f. **Process flowcharts**
    g. **Service standards/KPIs**

Referrals from E-Referral are printed off by the Admin team from E-Referral within Medical Records once the appointment has been accepted. The documents are then prepared by the admin team who then ensure the documents are scanned into our EDM system, the said documents are then quality checked to ensure they are present within the correct patient's notes and the referrals are formatted correctly.

12. **In relation to the integration of community and acute health records at your Trust, please provide: -**
    a. **Policies**
    b. **Procedures**

        c. Processes
        d. Guidance documents
        e. Process maps
        f. Process flowcharts
        g. Service standards/KPIs

5.0 Of the Health Records policy

13. In relation to the health record documentation sources defined for use by clinical coders at your Trust, please provide:
        a. Policies
        b. Procedures
        c. Processes
        d. Guidance documents
        e. Process maps
        f. Process flowcharts
        g. Service standards/KPIs

This documentation is currently under review and intended for future publication, therefore we are applying Section 22 Information Intended for Future Publication.

In relation to any health records management functions provided by non-NHS suppliers at your Trust, please provide:

This is currently under review, therefore we are unable to provide this information.

You are advised that this information is provided in accordance with the Freedom of Information Act 2000 and is for your personal use. Any re-use of this information will be subject to copyright and the Re-Use of Public Sector Information Regulations (1st July 05) and authorisation from Milton Keynes Hospital NHS Foundation Trust will be required. In the event of any re-use, the information must be reproduced accurately and not used in a misleading manner.

If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom Of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust