

Freedom of Information Request

Ref: UHB 18-292

Date 31 May 2018

By Email

Dear Sir/Madam,

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

1) Does your organisation use handwritten notes for patients?

The organisation continues to create a large amount of handwritten noting. The Trust has a large scanning bureau and Electronic Documentation Management System (Evolve) – handwritten notes for the majority of the Trust hospitals are scanned into this system to be stored electronically. The Bristol Haematology and Oncology Centre, Bristol Dental Hospital & Bristol Eye Hospital have not yet had their records scanned into Evolve – so these are still stored physically.

The Trust does also record notes electronically. Our main Patient Administration System has around 500 electronic forms which are actively used, and we have a number of bespoke noting solutions – i.e. Critical Care Information System (Phillips) for all intensive care noting.

2) How is the data stored on your system e.g. excel spreadsheets, word?

Clinical information is available in custom views as structured data, PDFs or as intelligence reports (variety of formats – from SQL database tables) depending on use (i.e. for delivery of care, national reporting etc.). Storage of data varies between systems – all information is stored securely.

3) How many times have patient records been recorded as lost or stolen in the last financial year?

There have been 1105 incidents reported regarding records being lost. Of these, 1075 have subsequently had a resolution of 'records found'. These numbers relate to physical paper records. We have had no known incidents of electronic data loss.

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,

FOI Administrator