

Ref: FOI/GS/ID 4641

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone
Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net

20 April 2018

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Printers and MFD's.

You asked:

- 1. How many printers/MFD's does the Trust have?*
- 2. Does the Trust have a Managed Print Service contract?*
- 3. If so, who provides the Managed Print Service?*
- 4. When was the contract awarded and what is the length of the contract?*
- 5. What is the approximate spend on print annually?*
- 6. Who is responsible at the Trust for the running/upkeep of the Managed Print Service solution?*
- 7. Does the Trust have a strategy to manage patient records electronically? If so please detail.*
- 8. Does the Trust have an EDRMS (electronic document records management system)? If so which EDRMS software does the Trust have?*
- 9. Which EPR system does the Trust have?*
- 10. Does the Trust have plans to procure an EPR / EDRMS / records management solution?*
- 11. How many physical patient record sets does the Trust have?*
- 12. Does the Trust utilise a 3rd party storage organisation to store / manage paper notes? If so please detail.*
- 13. Has the Trust scanned any patient records – in-house via a 3rd party scanning bureau? If so how many records have been digitised?*
- 14. Does the Trust have dedicated storage library space for health (and corporate / non-clinical) records?*
- 15. How many personnel are employed within the health records management team (to file, retrieve, update physical records)?*
- 16. Does the Trust manage its own incoming mail or is this service outsourced?*
- 17. If outsourced, who is the current provider, when did the contract start and what is the contract term?*
- 18. What is the volume of outgoing mail sent by the Trust?*

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

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

21. What is the Trust's percentage of DNAs (Did not attend)?

Trust response:

1, 2, 3, 4, 5, & 6

Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website using the following links: See ID 4210 below

7, 8, 9, 10, 11, 13 & 15

Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website using the following links: See ID 4355 below

12. Chatham Archive

14. Paddock Wood and both hospitals?

16, 17, 18, 19 & 20

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21. April 2017 – March 2018, the DNA rate (calculated as DNAs divided by total Attendances and DNAs) is as follows:

New – 6.3%

Follow-Up – 7.3%.

ID 4210 - <http://www.mtw.nhs.uk/wp-content/uploads/2018/03/MFD%E2%80%99s-and-printers.-220218.pdf>

ID 4355 - <https://www.mtw.nhs.uk/foi/prINTER-services-100118/?referrer=http%3A%2F%2Fwww.mtw.nhs.uk%2F%3F%3Dprinter%2Bservices&from=search>

ID 3507 - <http://www.mtw.nhs.uk/wp-content/uploads/2016/12/Print-room-and-mail-services.-151216.pdf>