

Ref: FOI/GS/ID 4814

**Please reply to:**  
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### **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 Imaging.

*You asked:*

1. *How many CDs does your department produce per annum for the distribution of patient images?\**
2. *How many CDs does your department produce per annum for interested 3rd parties such as insurance companies or solicitors?\**
3. *What is the cost of CD production for patient images, e.g. materials for your department per annum?\**
4. *What are the time/resource costs associated with CD production for patient images for your department per annum?\**
5. *What are the costs of postage/couriering of CDs of patient images for your department, per annum?\**
6. *Please provide a breakdown of total costs of CDs for patient images to other hospitals for your department, per annum?\**
7. *Please provide a breakdown of total costs of CDs to patients for your department, per annum?\**
8. *Please provide a breakdown of total costs of CDs to interested 3rd parties for your department such as insurance companies or solicitors, per annum?\**
9. *Are the CDs dispatched from your department that contain patient data consistently encrypted / password protected?\**
10. *Can you provide information on the number of CDs that are lost or misplaced before they reach the intended recipient?\**

*\*If you use a centralised administration team to administer imaging for your department please include this information to the above questions.*

*Please provide these answers for the following departments:*

- *Radiology*
- *Cardiology*
- *Medical illustration*
- *Theatres*
- *Endoscopy*
- *Colposcopy*

- *Diabetic Retinopathy*
- *Medical Photography*
- *Dermatology*
- *Podiatry*

Trust response:

1. Maidstone Hospital

Responses are based on the period 1 August 2017 to 31 July 2018 and are as accurate as possible. However, requests for some patients require more than one disc. For example requests for legal purposes require an average of approximately 3 discs per patient.

1. CDs for 1120 patients Some imaging requested by legal services requires more than one disc per patient – average = 3 per patient but exact number of discs is unknown
2. CDs for 840 patients – some patients require more than one disc
3. £1325 – materials only
4. Medico legal circa 4.5 hours per week. Patient requests vary week on week
5. £50.88 for postage to patients. Discs for legal purposes are sent via internal mail to Trust's legal services departments
6. Unknown/negligible = It is usual to IEP images to other hospitals
7. CD £86  
CD Envelope £58  
Ink £36  
Padded envelope £16  
Letter to advise of password incl staff resource and ink approx. £145  
Envelope (for letter) – £2.50  
Postage x 2 £51  
Staff resource approx. approx. £14
8. CD £510  
CD Envelope £330  
Ink £108  
Padded envelope £50  
Staff resource – approx. £2468
9. Yes
10. We are aware of 2 packs of CDs not reaching legal services department in the past 12 months

2. Tunbridge Wells Hospital at Pembury. (TWH)

1) We produce on average 3,592 discs p.a.

572 of these are for private patients that have had Ct's MRI's & Nuclear Med scans

Approx. 260 are at the patients request for a copy for personal use

Approx. 2760 are for OPG's for dental practices as most require images on discs.

2) Insurance claims & legal requests are not dealt with at TWH

3) Discs with logos on are £1 per disc so on average 842 p.a.

OPG's are placed on to non logo discs which we buy 50 for £30. (We buy these out of the money that patients have paid us for personal copies of discs.) Approx. £1650 p.a.

Patients are charged £10 for personal copy discs which is the price as set in the data protection act.

4) We average the time to produce discs is 180hours p.a for the department. The average pay of a person producing the discs would be £11 per/hour so £1980

5) We do not send out discs. They are collected and signed for at TWH.

6) Most images are linked to other hospitals. The cost if the disc has been requested by the patient would come within the above figures.

7) £1980 time

£842 logo discs

£1650 non logo discs

= £4472 approx. pa

8) Not Applicable to this department

9) Not Applicable to this department

10) Not Applicable to this department