

Ref: FOI/GS/ID 8139

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone, Kent  
ME16 9QQ  
Email: [mtw-tr.foiadmin@nhs.net](mailto:mtw-tr.foiadmin@nhs.net)  
[www.mtw.nhs.uk](http://www.mtw.nhs.uk)

19 April 2023

## **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 Clinical Coding Departments.

*You asked: All questions are shown as received by the Trust.*

- 1. Do you use an Electronic Patient Record (EPR)?*
- 2. If you do use an EPR which one do you use?*
- 3. When did you go live with your EPR?*
- 4. How long did it take to bed in within your Clinical Coding Department/ trust?*
- 5. How user friendly is your EPR for your Clinical Coders?*
- 6. What systems were you using before?*
- 7. How helpful was the EPR training provided to Clinical Coders before go live?*
- 8. Is any paperwork still generated on wards that is required for Clinical Coding?*
- 9. How did implementation go for Clinical Coding?*
- 10. What was done well?*
- 11. What could have been done better?*
- 12. What were your biggest challenges as a Clinical Coding Department relating to your EPR?*
- 13. What are still your biggest challenges as a Clinical Coding Department relating to your EPR?*
- 14. Has EPR impacted your Clinical Coding Departments KPI's – quality, backlog, engagement?*
- 15. What are the positives of your EPR system for your Clinical Coding Department?*
- 16. Are there any negative impacts from your EPR for your Clinical Coding department?*
- 17. How are you tackling these?*

- 18. Did you have any Clinical Coding clerical support before EPR go live and do you have clerical support now?*
- 19. Has the change been positive or negative for your Clinical Coding Department?*
- 20. Do you have any advice for a Clinical Coding Department planning on purchasing the same EPR as you?*
- 21. Would you recommend other trusts select your EPR solution?*

Trust response:

The Clinical Coding team have responded to the questions that fall under the FOI Act. The remaining questions have asked for an opinion rather than recorded information and are not valid under FOI.

1. Yes
2. Altera Health, Sunrise Clinical Manager
3. June 2021
6. No EPR prior to this
8. Yes
18. Yes, we still have coding support clerks