



Request under Freedom of Information Act 2000

Request Ref: NGFOI 16/17: 671

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 21 March 2017 and I am pleased to be able to provide you with a response.

1. *How many printers/MFD's does the Trust have? –*
249
2. *Does the Trust have a Managed Print Service contract? –*
Yes
3. *If so, who provides the Managed Print Service? –*
Ricoh
4. *When was the contract awarded and what is the length of the contract? –*
All devices have a 3 year lease ranging from 2015 to 2020
5. *What is the approximate spend on print annually?*
£280,000
6. *Who is responsible at the Trust for the running/upkeep of the Managed Print Service solution?*
ICT Department and Procurement Department
7. *Does the Trust have a strategy to manage patient records electronically? If so please detail. Please see the attached*
8. *Does the Trust have an EDRMS (electronic document records management system)? If so which EDRMS software does the Trust have? –*
Documentum
9. *Which EPR system does the Trust have? –*
Teleologic PCS
10. *Does the Trust have plans to procure an EPR / EDRMS / records management solution? –*
No
11. *How many physical patient record sets does the Trust have?*
Over 300,000
12. *Does the Trust utilise a 3rd party storage organisation to store / manage paper notes? If so please detail.*
Yes TNT Business Solutions

13. *Has the Trust scanned any patient records – in-house via a 3rd party scanning bureau? If so how many records have been digitised?*

Yes, in house over 200,000

14. *Does the Trust have dedicated storage library space for health (and corporate / non-clinical) records?*

Yes for health care records

15. *How many personnel are employed within the health records management team (to file, retrieve, update physical records)?*

59 WTE

16. *Does the Trust manage its own incoming mail or is this service outsourced?*

Not outsourced.

17. *If outsourced, who is the current provider, when did the contract start and what is the contract term?*

Not outsourced.

18. *What is the volume of outgoing mail sent by the Trust?*

Approximately 950,000 pa

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

Yes

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

Synertec, July 2016 to June 2019

21. *What is the Trust's percentage of DNA's (Do not attend)?*

The % DNA rate for 2016-17 was 7.63%