

Freedom of Information Act Request

I am writing to request information under the Freedom of Information Act 2000.

Please can you answer the following questions regarding the Trust's print and document management set up under the Freedom of Information Act:

During 2025, approximately how many paper documents created in clinical or administrative settings were later scanned or uploaded into the Trust's electronic patient record system?

The Trust does not hold this information in a reportable format.

While documents may be uploaded into the Trust's electronic patient record (EPR) system, the system does not record or distinguish whether a document originated as paper or was created digitally. Uploaded documents may include a mixture of scanned paper records, digitally generated files, correspondence received electronically, and legacy documentation.

As a result, it is not possible to identify or quantify how many uploaded documents were originally created as paper.

To attempt to answer this question would require the manual review of individual patient records and document metadata across the Trust, along with subjective interpretation of the origin of each document. This would take significantly more than 18 hours of staff time and would exceed the cost limit set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

The Trust is therefore unable to provide this information, as it is not held in a reportable form, and compliance would exceed the appropriate cost limit under Section 12(1) of the Freedom of Information Act 2000.

Advice and assistance

In line with Section 16 of the Freedom of Information Act, you may wish to consider refining your request.

For example, you could request:

- The total number of documents uploaded into the EPR **system** during 2025 (regardless of origin), or
- Information about the Trust's document management or scanning processes, where held.

During 2025, what was the total number of pages printed by the Trust?

The Trust does not hold a Trust-wide figure for the total number of pages printed during 2025.

Printing volumes are not recorded or reported centrally at Trust level. Print activity is managed locally across multiple sites, departments, and devices, and page counts are not aggregated into a single Trust-wide dataset.

Accordingly, under section 1(1)(a) of the Freedom of Information Act 2000, the requested information is not held.

How many printers or multifunction devices (MFDs) were in active use across the Trust during 2025? **684 devices**

How many print- or scanning-related faults or failures were logged during 2025? (SHD count **175 with Konica in the description**)

During 2025, the Trust recorded 347 break-fix service calls.

The Trust's service desk system does not categorise calls by fault type (for example, printing or scanning). As a result, it is not possible to identify how many of these calls specifically related to printing or scanning faults. The figure provided therefore represents the total number of break-fix service calls logged during the period.

Does the Trust maintain physical storage for legacy medical records, and if so, are those records primarily stored on Trust premises, or off-site with a third-party provider?

We store the majority of the paper notes on the 3 sites in 9 medical records libraries. We have approx. 1.9 million sets of notes. We do utilise an off-site storage company for deceased notes and legacy maternity notes

During 2025, approximately how many outpatient or patient appointment communications were issued by post or hybrid mail?

**105,869 appointment letters are sent off site with an external company or 235,801 digital letters
Post Room internal letters will have the information/ P Bird**

During the same period, how many missed or unattended appointments ("no-shows") were recorded? And how many of those no-shows were attributed to appointment communications not being received or acknowledged by the patient?

51,000 DNA's Jan 2025 – Dec 2025

Our Ref: 65
January 2026

If you are not satisfied with the handling of your request, you have the right to request an internal review. Requests for an internal review should be submitted within 40 working days from the date of this response, and should be addressed to d.wraith@nhs.net.

If you remain dissatisfied after the internal review, you have the right to appeal to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
Website: <https://ico.org.uk/make-a-complaint/>

Our Ref: 65
January 2026