

**Freedom of Information Act 2000 – Request Reference FoI/24/342**  
**Records Management**

- 1. Does the Health Board (HB) have an electronic document management (EDMS) system, if so what is the current system?**

Yes – Ccube.

- 2. If not, does the HB have any plans on implementing an EDMS?**

Not applicable.

- 3. When does the contract end for the current EDMS system?**

April 2026.

- 4. How was the EDMS procured, i.e. via framework and if so, which one?**

NHS SBS.

- 5. Does the HB have an EPR? Is so what system is in place?**

Cardiff and Vale University Health Board (the UHB) does not have a pan-organisational EPR. The UHB has a range of care record solutions particular to arenas of care. For 'Acute' services, the predominant system is an in-house patient management system (PMS) solution. For 'Non-Acute', the solution is PARIS (from CIVICA).

- 6. When does the contract end for the EPR system?**

PMS – not applicable; PARIS – through the 2028/29 financial year.

- 7. Does the HB have an on-site / in-house health records library? If so, is the library managed by HB employees?**

Yes and yes.

- 8. What capacity/size is the on-site facility (m<sup>2</sup>)?**

679m<sup>2</sup>

- 9. Does the HB lease the building in which the patient records are stored, in-house? Or is the building owned by the HB?**

Space within wider leased premises.

**10. If the building is leased, when is the lease due for renewal?**

October 2024.

**11. How many HB WTE are responsible for managing medical records?**

Approximately 27 WTE for the Health Records Department only.

**12. How many patient records does the HB hold within the records library?**

Approximately 550,000 for the Health Records Department only.

**13. If the HB also has an off-site/third party arrangement with a storage provider, how many records are stored within the third-party (boxes or files)?**

Approximately 550,000 for the Health Records Department only.

**14. Who is the HB's off-site/third party supplier?**

Maltings and Logic Document Archiving Ltd.

**15. On average, how many retrievals (boxes or files) are there annually?**

Approximately 1,000 for the Health Records Department only.

**16. What is the HB's annual budget for records management (includes pay, non pay)?**

The UHB has estimated that to complete the work needed to respond to this request would exceed the time limit as outlined in the Appropriate Limit and Fees Regulations 2004. When estimating the cost of complying with a request for information under the applicable legislation, the UHB must calculate this cost at a rate of £25 per person per hour to a maximum of £450, with the appropriate time limit for complying therefore being 18 hours.

In completing a search for the information requested, the UHB has confirmed that this information is not centrally recorded or collated. To retrieve the information requested would require a manual search through individual records which the UHB considers would exceed the appropriate limit for the purposes of the 2004 Regulations. The UHB has therefore relied upon the exemption set out in section 12 of the Freedom of Information Act 2000 ('Exemption where cost of compliance exceeds appropriate limit') and is refusing your request.

**17. How many subject access requests does the HB receive monthly?**

The average monthly number of subject access requests received for medical records in 2022 was 207.

Please note that while the majority of subject access requests for medical records are processed by a single department, the UHB does also have a number of devolved services that manage their own requests. These are not currently logged centrally.

The figures above represent only those requests logged centrally with the Health Records Department. In addition to this, the Health Records Department also receives requests for medical records from organisations such as the police and the courts, which are recorded in the same database. The accuracy of these figures cannot be guaranteed.

### **18. How many WTE manage the SARs process?**

Approximately 6 WTE for the Medical Records Department only.

In the Information Governance Department, 4 WTE manage the SAR process.

### **19. How many clinical appointments does the HB average each day/week/month?**

The figures below are based on the appointments recorded on the UHB's main PMS during the 2023/24 financial year and will include both patients who attended and patients who did not attend.

Averages:

- Daily – 2,426.4
- Weekly – 17,078
- Monthly – 74,006

Please note that these figures only cover appointments in an outpatient setting and do not include figures for admitted patient care.