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WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_304_24

You asked:

Please can you advise on the following?

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

The EDMS system is Civica's Cito.

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

Already implemented, as above.

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

March 2025.

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

OJEU Tender exercise undertaken.

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

No.

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

N/A.

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

Yes, the in-house Libraries are managed by Cwm Taf Morgannwg employees.

- 8. What capacity/size is the on-site facility (m2)?**

Total @3,949m2.

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

Owned by the Health Board.

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

N/A.

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

64.85 manage paper and digital records.

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

1.6 million in total across all sites.

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)?

@ 130,000 records.

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

Hywel Dda University Health Board.

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

549k in-house, 1,500 by off-site provider.

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

Unable to separate this cost, as the departmental budget and staffing covers multiple roles and tasks, providing multiple services and is not specific to records management alone. Other departments also provide an element of records management within their areas and these costs are not available to me.

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

Under section 21 of the Act, Cwm Taf Morgannwg University Health Board is not required to provide information in response to a request if it is already reasonably accessible to you. The information you require is available in our [Digital and Data Committee papers](#) , which are routinely published on the [Cwm Taf University Morgannwg Health Board](#) web site.

For ease of access, we have attached a link directly to the latest meeting papers (May 24). Please see agenda item 4.2 Information Governance Group Highlight Report.

ctmuhb.nhs.wales/about-us/our-board/committees/digital-data-committee/digital-data-committee-meetingpapers/2024/21-may-2024/agenda-amp-papers-digital-and-data-committee-21-may-2024-updated-v2-pdf/

18.How many WTE manage the SARs process?

We can confirm that the Health Board does not record this information. SARs are not processed centrally. Dependent on the nature/service area of the request, staff would have responsibility as part of their particular role and relevant area of work specific to the request. Therefore, it is not possible to quantify WTE.

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

Please see the Information provided below, based on the last financial year 01/04/2023 to 31/04/2024:

Monthly Average = 91,506

Weekly Average = 20,718

Daily Average = 4,056

Please note: The data includes all types of 'attended' and 'did not attend' Outpatient appointments.

The data does not include cancelled appointments. Appointments can be cancelled by the hospital or the patient, and that appointment is reallocated to another patient. Appointments can be cancelled by the hospital or the patient, and that appointment is not reallocated to another patient. Informatics do not have full coverage on the notification periods or likely reallocation of appointments following cancellation. For this reason cancellations have not been included.