

Ref no: 280210917  
From: Public  
Date: 21/09/17  
Subject: LOSS OF PATIENTS' MEDICAL RECORDS 2008 - 2017

## REQUEST

I wish to make enquiries to further an application to the ICO regarding the loss of patients files and medical records which were held at Whiston Hospital old buildings prior to the re-location of the hospital to the new buildings in 2010.

A former employee has alleged thousands of paper files were stored in corridors without security measures being taken to ensure their safety or whereabouts.

I am seeking to contact other patients whose medical records have gone astray, and wish to have the following information:

How were paper records stored in 2008, 2009, 2010? During the years specified, how many patient records went missing or could not be accounted for?

During the same time period, how many patients made enquiries regarding whereabouts of their own records?

How many consultants requested patients notes but were informed they were not available?

What steps are taken when patients/consultants are refused medical notes because they cannot be located by Whiston Hospital?

May I also have the same information on each enquiry and request made above for the time period from 2010, when the relocation took place to the new premises.

Additionally, what happened to the records stored allegedly unsecured on the old premises once the re-location took place?

May I also have details of how 'customer satisfaction surveys' are carried out by Whiston Hospital; and can you please confirm if the number of complaints via other bodies, Healthwatch, CQC, etc, are taken into consideration when making public claims patients are 100% satisfied with all aspects of the hospital and its administration?

Are claims against the hospital, special measures, etc, taken into account?

## RESPONSE

All health records have always been stored in the Trust Health Records Library when not in use for patient care. In 2008 St Helens & Knowsley Teaching Hospital Trust introduced an electronic document management system. This system enabled the implementation of an electronic Health Records Service which replaced the paper health record with a digital image. All health records required for hospital attendances i.e. outpatient, day cases and inpatient including emergency admissions, have been scanned and are available to all Health Professionals and other authorised users at any time, in any location on all PCs linked to the Trust network. Using this system means the Trust can guarantee the availability of the patient's health record at the point of care for every attendance.

May I also have details of how 'customer satisfaction surveys' are carried out by Whiston Hospital; and can you please confirm if the number of complaints via other bodies, Healthwatch, CQC, etc, are taken into consideration when making public claims patients are 100% satisfied with all aspects of the hospital and its administration?

Local User/Patient surveys are registered via the Trust Quality Improvement and Clinical Audit department, although there are some exceptions to those i.e. national surveys such as the Friends and Family test. The Trust are not aware of any instances where it has publically claimed patients are 100% satisfied with all aspects of the hospital and its administration and so are unable to provide information regarding how complaints are taken into account when making such claims.