

Medical Records Report – July 2012

Within Medical Records there have been multiple issues for a considerable time. Availability of records for patient contacts, health and safety of medical records staff, confidentiality of records and filing of information in notes have all been causes for concern. In addition, notice was given on off-site storage requiring new storage to be sourced.

Workstream	Responsibility	
Re-organisation of medical records storage	Christine Bellis	
Development of medical records policy framework	Janine Harrison	
Relocation of Hortonwood records capacity	Janine Harrison/Chris Needham	
Medical Records Governance	Andrew Stenton/Ewan Craig	
Future Strategy	Andrew Stenton/Neil Nisbet	

Health Records reorganisation. Reviews of Health Records capacity have identified significant risks to staff safety for some time. Records themselves have been stored in a manner which makes efficient operation difficult. The Ophthalmology and Access Centre have made significant progress in resolving these issues.

Reorganisation of Health records storage - summary

The department have implemented a retention policy which has allowed the culling of a significant number of notes, somewhat reducing pressure on the system. Additional racking has been installed and a systematic filing system enforced.

Milestones	Dates	Owner
Appointment of Health Records Manager (interim)	Completed	
Health Records SOPs in use	Completed	
Training of staff in libraries	Completed	
Library staff Induction in place	Completed	
Security of libraries – locks in place	Completed	
No storage on floors or high level	Completed	

Progress to date

- Major risks addressed

Next steps

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Risk / Issue	Mitigating action	RAG
Non-compliance to policies by staff		
Continued growth of records		

Policy framework for the Trust encompasses all aspects of maintaining good records which capture relevant information informing clinicians and allowing high quality patient care. A clear framework also provides the mechanisms whereby to ensure that records are available for clinical contact with patients. The policies should also take into account legal requirements for record retention whilst ensuring that retained records are stored securely.

The Health Records Policy Framework.

In order to ensure that Health records fulfil their purpose they should be complete and available. To ensure that this is the case, existing policies, procedures and guidelines require updating.

These should encompass security, retention and filing guidelines.

Milestones	Dates	Owner
Internal Library SOP	Completed	
Health Records Policy available	Completed	
Agreement on the policy	Completed	
Implementation of new Health Records Policy	October 2012	

Progress to date

- New Health Records Policy complete and ratified.

Next steps

- Implementation of Policy to take place October 2012

Risk / Issue	Mitigating action	RAG

Relocation of Horton Wood Capacity In March 2012 the Trust was given a six months notice to vacate the Horton Wood facility. Advantage is being taken of this move to remove both culled medical records and other time expired stored records.

Approach.

The need to vacate Horton Wood created a significant issue to be resolved, which fell at a point where implementation of an agreed improvement plan was beginning. As a result management and staff time has been diverted to resolve this unexpected change.

This event has presented housekeeping opportunities, which have been taken.

The alternative capacity identified at Queensway requires fitting out, roller shelving has been specified in order to make best use of the available space.

Progress to date

- Alternative location identified
- Removal and destruction of 16 tonnes of confidential materials
- Order placed for shelving at Queensway
- Agreement with staff of new location and working arrangements
- Arrangement of transport
- Records prepared for move
- Records have been moved

Next steps

- Hortonwood to be made ready for handover back to landlord

Milestones	Dates	Owner
Identification of records to be destroyed	Completed	C Bellis
Destruction of time expired records	Completed	C Bellis
Identification of records to be moved	Completed	C Bellis
Capital work to be completed at Queensway	Completed	C Needham
Move of records and staff	Completed	C Bellis

Risk / Issue	Mitigating action	RAG

Medical Records Governance – in order to ensure that policies are policed and reviewed there is a need for a strong Governance structure within the Trust. This structure should be designed to encompass a growing electronic medical record and link to Callicott and other requirements.

Approach.

The Trust has had a Medical Records Committee which has been clinically led. This has fallen into disuse and needs revitalizing as the Health Records Committee to allow ownership from all health care professionals.

This group should also take into account the needs of business continuity and link to other change management initiatives within the Trust such as telemedicine and strategic changes within the laboratory service.

Milestones	Dates	Owner
Health Records committee reinstated	Completed	J Harrison
Revised ToF available following development of Health Records Policy	Completed	Ewan Craig
Review of Health Records Committee	Completed	Ewan Craig

Progress to date

- Interim Health Records Committee in place chaired by Dir Ops

Next steps

- Development of ToR for Health Records Committee taking into account new Health Records responsibility and wider remit.

Risk / Issue	Mitigating action	RAG
Lack of Health Records Committee allows drifting of performance.		