

Ref. No: 1080
Date: 15/07/24
Subject: Paper records

REQUEST

1) Please state the amount spent by the trust on warehousing services to store paper records in each of the following financial years:

- i) 2019/20**
- ii) 2020/21**
- iii) 2021/22**
- iv) 2022/23**
- v) 2023/24**
- vi) 2024/25 to date**

2) Please state the number of paper records lost by the trust in each of the following financial years:

- i) 2019/20**
- ii) 2020/21**
- iii) 2021/22**
- iv) 2022/23**

- v) 2023/24
- vi) 2024/25 to date

3) Please state

- a) the total cost to the trust of transferring paper records to and from storage
- b) the amount of this that was paid to taxi companies for the transfer of paper records to and from storage

in each of the following financial years

- i) 2019/20
- ii) 2020/21
- iii) 2021/22
- iv) 2022/23
- v) 2023/24
- vi) 2024/25 to date

4) Please state the number of incidents of patient harm recorded due to missing, lost, deleted or unavailable paper records in each of the following financial years:

- i) 2019/20
- ii) 2020/21
- iii) 2021/22
- iv) 2022/23
- v) 2023/24
- vi) 2024/25 to date

RESPONSE

St Helens and Knowsley Teaching Hospitals NHS Trust and Southport and Ormskirk Hospital NHS Trust became a single legal entity known as Mersey and West Lancashire Teaching Hospitals NHS Trust on 1st July 2023, as such parts of the response may be provided in two sections relating to the hospital sites of each of the legacy organisations.

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- vi) 2024/25 to date**

2019/20	£41,196.00
2020/21	£12,762.91
2021/22	£14,887.39
2022/23	£49,666.74
2023/24	£30,618.07
2024/25 to date	£2,328.00

2) Please state the number of paper records lost by the trust in each of the following financial years:

- i) 2019/20
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Patient records missing	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025 YTD	Total
STHK	12	15	16	19	18	5	85
S&O	9	4	14	10	7	1	45
Total	21	19	30	29	25	6	130

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The Trust do not use taxis to transport notes and have not had any boxes back from off-site storage yet – the cost is £15 to deliver 5 boxes

4) Please state the number of incidents of patient harm recorded due to missing, lost, deleted or unavailable paper records in each of the following financial years:

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STHK	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025 YTD	Total
Documentation - no access to	1	0	0	0	1	0	2
Records missing, believed lost, damaged or stolen	0	0	1	2	4	0	7
Documentation - misfiled	0	0	3	3	7	4	17
Missing, inadequate or illegible healthcare record	0	0	3	7	8	1	19

Missing, inadequate, illegible referral letter	0	0	0	0	1	0	1
Total	1	0	7	12	21	5	46

S&O	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025	Total
Total	0	0	0	0	0	0	0

S&O Search criteria	
Clinical Care Communication Information Governance Medical Records - Evolve (EDMS)	Category
Case notes incorrectly tracked Case notes not returned for scanning Misfiled documentation Missing Documentation Missing/Incomplete case note No Access to Documentation Referral letter - missing/inadequate/wrong/illegible	Sub Cat