

Request title: Access to Health Records Team

Date of Response: 3rd December 2015

Further to your Freedom of Information request, the Trust has answered your questions in the order they appear in your request.

Request and Reply

Do you have an Access to Health Records Team? If yes, can you please respond to the following questions

1. WTE and Headcount, A4C Bandings for your Access to Health Records Team.

The Royal Devon and Exeter NHS Foundation Trust has an Information Governance Team who deal with access to health records as part of their role. There are 7 WTE staff with bandings 8a, 6, 5, 4, 3, 3, 1 and an apprentice. Requests for access to health records are undertaken by the band 3's and an apprentice, with assistance when required by either the bands 4, 5 or 6 as appropriate.

2. Number of Requests broken down by month received in the last three financial years (The number of requests to view receive copies of patient records that the Access to Health Records team receive).

Please see the table below:

Requests received	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013/14	250	245	200	277	202	287	290	246	201	223	209	198
2014/15	161	187	181	224	165	180	161	152	154	171	162	189
2015/16	182	170	181	183	142	170	171					

3. Budget Statements and actual income broken down as above, please ensure that you include any deficits (including pay and non-pay items, the income that they generate in payments received and any surpluses or deficits recorded).

Please see the table below:

		01	02	03	04	05	06	07	08	09	10	11	12	
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PAY		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
	2013/14	15,103	15,154	15,129	15,163	15,246	15,248	17,141	16,520	15,978	28,666	21,666	13,791	204,804
	2014/15	23,374	29,443	24,352	25,099	19,324	26,980	21,898	29,124	21,249	27,733	28,806	28,745	306,129
	2015/15	18,905	18,925	18,925	18,925	18,959	18,998	18,982						132,619
NON-PAY		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
	2013/14	4,387.39	-1.23	- 2,693.75	1,407.64	1,917.14	1,697.69	717.22	1,945.57	2,263.77	3,265.71	785.12	1,583.91	17,276
	2014/15	446.46	1,297.46	1,829.49	2,498.31	3,713.22	1,832.67	2,718.99	637.90	389.65	3,340.03	3,672.36	601.35	22,978
	2015/15	621.33	2,665.45	6,604.47	2,868.62	3,496.72	2,360.63	2,026.95						20,644
INCOME		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
	2013/14	-2,845	-3,985	-2,470	-2,930	-2,220	-1,980	-3,160	-3,645	-2,650	-2,480	-3,165	-2,320	-33,850
	2014/15	-1,395	-3,470	-3,160	-3,370	-2,510	-2,660	-2,565	-2,400	-2,410	-1,074	-2,838	-2,470	-30,322
	2015/15	-2,530	-3,145	-2,280	-3,140	-2,020	-2,410	-2,340						-17,865

4. Please list your current charges and how they have been calculated, including costs for an administration fee and photocopying charges (Charges for viewing or accessing a patient's records, including costs for an administration fee and photocopying charges).

Please see the list below:

- An appointment to attend the Hospital and view the original record is £10.
- The provision of X-rays/scans only is £10.
- The provision of copied medical records costs range between £25 and £50.

The charges above are fully inclusive of all administration, copying and secure postage. Concessions can be given in certain circumstances and these are agreed on a case by case basis.