

A close-up, low-angle shot of a male doctor's face and torso. He is wearing a light blue striped shirt and a black stethoscope. The image is partially obscured by a large, semi-transparent circular graphic that covers the left and bottom portions of the frame. The background is a blurred clinical setting.

Restore  
Digital

# NHS Digitisation

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Brochure

[www.restore.co.uk/digital](http://www.restore.co.uk/digital)

# Introduction

The NHS is facing challenges. Whether funds, the number of unfilled vacancies or the growing population. Paperless 2020 has been a key driver to transforming the NHS and social care. But now the Long-Term Plan continues this commitment to use information and technology. Patient records need to be digital and interoperable.



We work with many NHS Trusts to support their digital journey:



Offsite records management storage service with scan on demand, utilising clinic lists.



Scanning created notes and files.



Bulk scanning of archive records.



Creating electronic health records that are fit for purpose. Preventing the generation of more paper.



Installing medical record viewers and automated workflows.



Digital mailrooms – on or off-site.



Automating the redaction process for SARs.



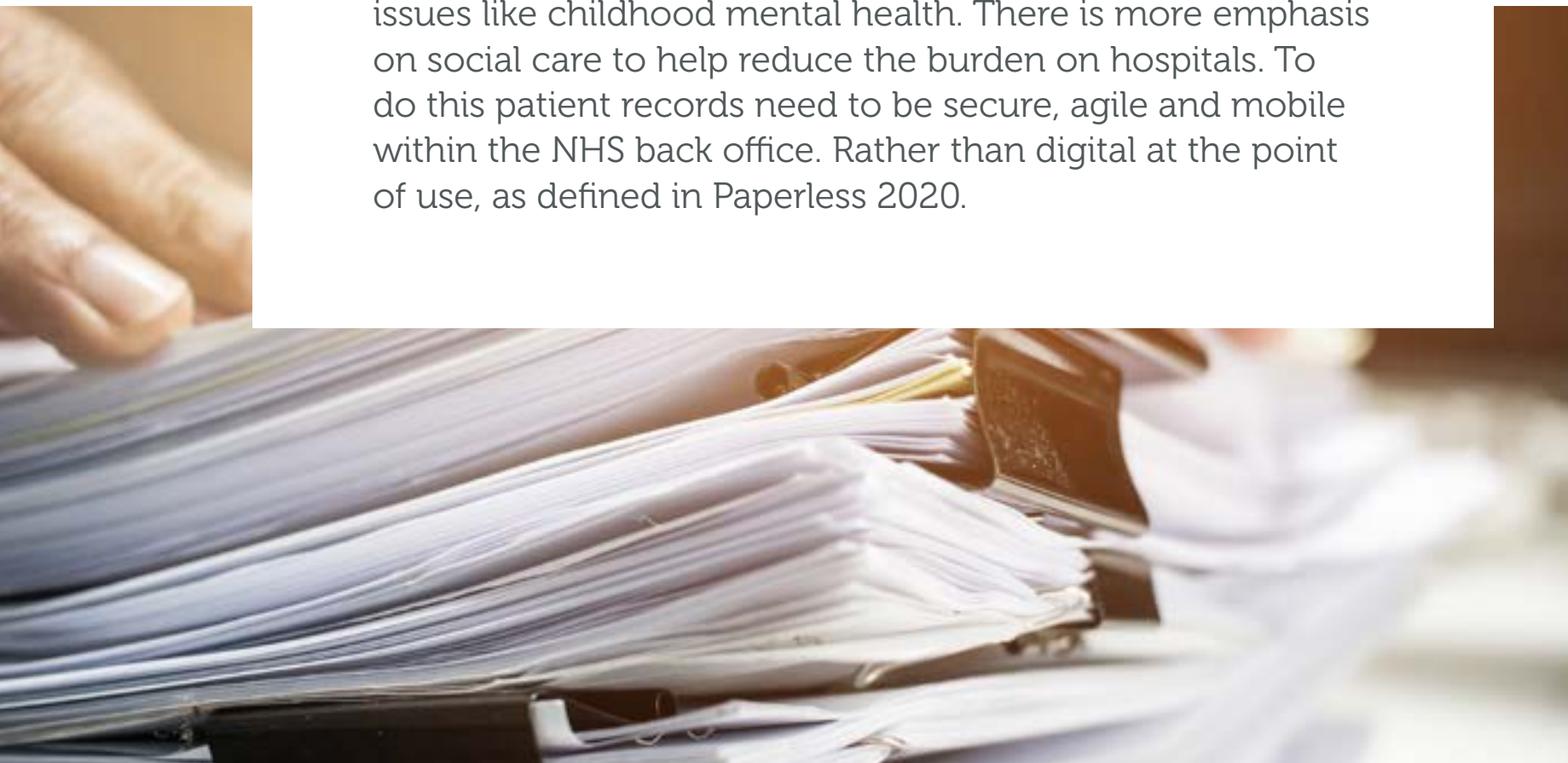
The NHS procure an average of 3.6 million reams of paper through the NHS Supply Chain.

The storage of these records averages **four football pitches** per trust.

The management of these paper records can cost up to 0.5% of a Trust's total income.

The thinktank REFORM estimated junior doctors spend anywhere from 15-70% on finding and filing paper records.

The 2019 Long Term Plan defines a digital front door for the NHS. Facilitating advice, diagnostics and support for key issues like childhood mental health. There is more emphasis on social care to help reduce the burden on hospitals. To do this patient records need to be secure, agile and mobile within the NHS back office. Rather than digital at the point of use, as defined in Paperless 2020.



#### The benefits of becoming digital:

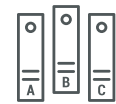
- Accurate, up-to-date and complete patient information at the point of care.
- Free up valuable estate from physical patient record storage.
- Share information with patients and other clinicians.
- Reduce errors and provide safer care.
- Provide better communication and care to patients.
- Improve productivity. Search patient records quickly, easily, on many devices at various locations.
- Full audit trail of access permissions and access log. Including denied access.
- Conform to GDPR regulation, with clear access permissions and access logs.
- Respond to SAR requests, with automated redaction.
- Reduced security risk with misplaced or damaged paper files and single sheets.



# Services

## Medical records scanning

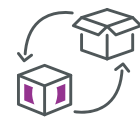
Whether:



Bulk scanning of an archive



Day forward scanning of an archive driven by upcoming appointments



Long-term storage complemented with scan on demand

Restore Digital have experience of each within the NHS.

We have nine scanning centres across the UK with the largest scanning capacity in Europe. We provide a full file level audit trail from the point of collection. You can be confident your records are in a safe pair of hands.

Restore Digital are the largest UK scanning company for CCG Lloyd George files. Our inhouse tracking software, tailored for the individual tracking of Lloyd George pouches. Restore are the go-to organisation within the UK. We have recently been independently audited in our processes.

We also work with Trusts who wanted their own scanning bureau on-site. Restore provided the equipment, software and set-up support. We also provide consultancy to Trusts who wish to self-certify to BS 10008 standards.

## Who needs access to patient medical records?

- Hospitals
  - \* Urgent & emergency care
  - \* Booked appointments
- General practices
- Dentists
- Pharmacies
- Mental health services
- Social health services
- Opticians
- Community practices
- Ambulatory care
- Home care
- You, as the patient

## Document management

We have document management systems that we can use to support your electronic files. Some hospitals use our cost effective eView system. This can allow wider viewing access to the scanned files. While linking to a more expensive EDRM system or Medi Viewer already in place.

Some Trusts need an electronic medical record viewer. As an independent company we will source the most suitable product for your Trust. We will work with the provider to uploaded digitised files into the system.



## Automatic redaction for Subject Access Requests

Struggling to manage the influx of SARs now that they're free of charge? How much time is lost searching for the information, looking through scanning patient records and emails and redacting information?

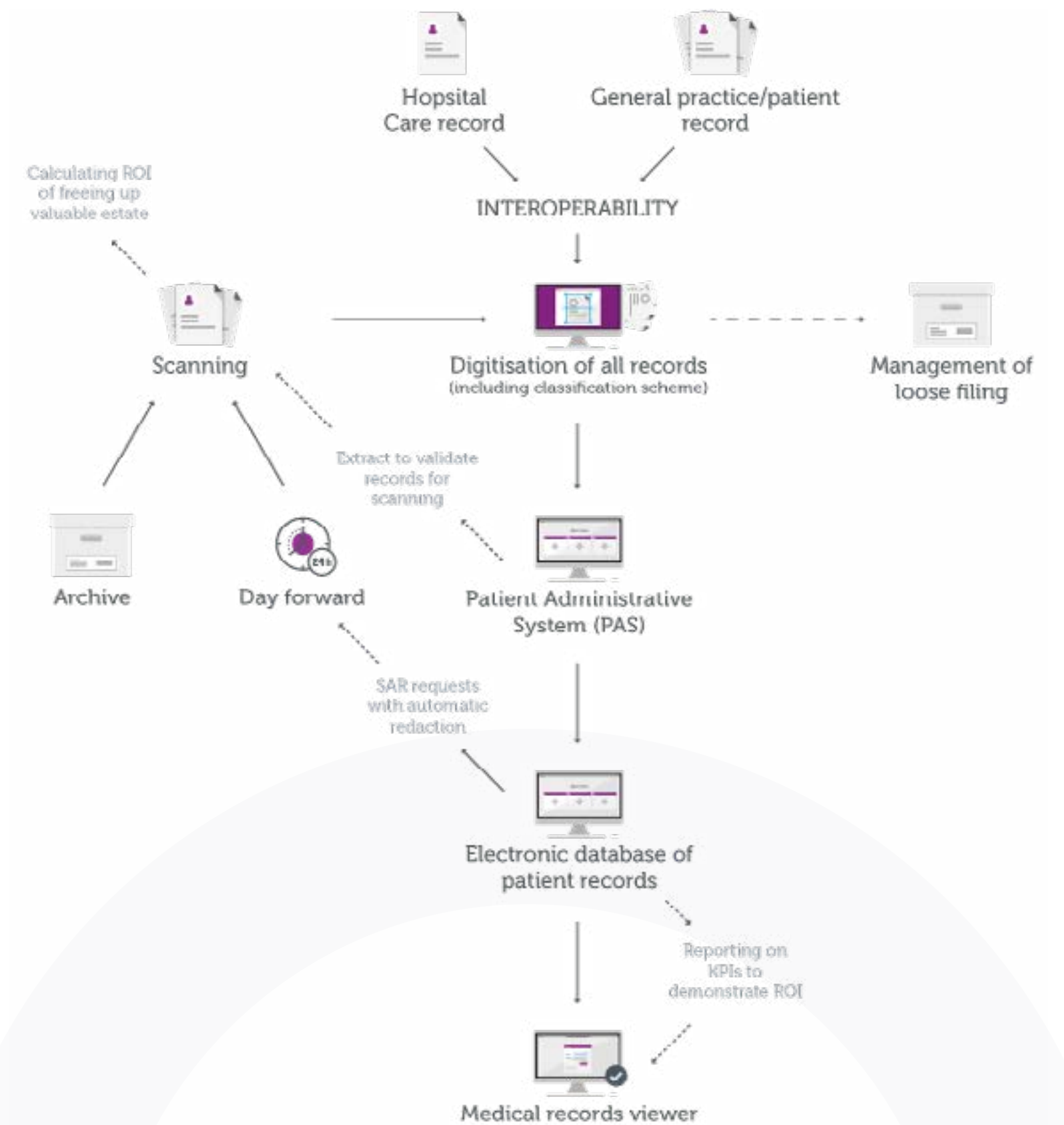
Not only do we scan and collate the information requested. But we automatically redact the necessary information. Using Restore's classification engine, we quickly and simply package up the information.

Then it's ready for the Trust to fulfil.



# Digital at the point of creation

## Understanding the digitalisation process



## Thinking of going out to procurement?

Restore are privileged to support 81% of NHS Trusts with document management solutions. This has created vast experience across the group of the NHS procurement process. We understand how a Trust successfully tenders for a large digitisation project.

Money is available. Whether through the Digital Exemplar programme, Fast Follower or NHS Digital Funding scheme. Yet, that budget is still limited and being confident on ROI is essential.

Thus, receiving the information you need to make the right decision is essential. You need to be confident that your ITT elicits accurate and realistic pricing. So you are not met with any surprises later.

We have created a series of blogs to support NHS Trusts embarking on a procurement process. Designed to help make navigating the process that little bit easier.

[NHS - Procurement Process webpage](#)



This covers:



Understanding procurement governance



Fraud prevention



The procurement process



Choosing the right tender framework



Essential questions NHS Trusts should ask in archive scanning tenders



A draft pricing template for an NHS archive scanning project

Having as much information as possible ahead of going through a formal procurement process is key to success. NHS Trusts and your procurement teams should reach out to suppliers. They can help inform the tender process and ensure you have all the information needed to write the ITT.

Suppliers will be more than willing to meet with you. There is no commitment that meeting ahead of a tender process means suppliers are in a better position than a supplier who responds to your ITT that you haven't met.



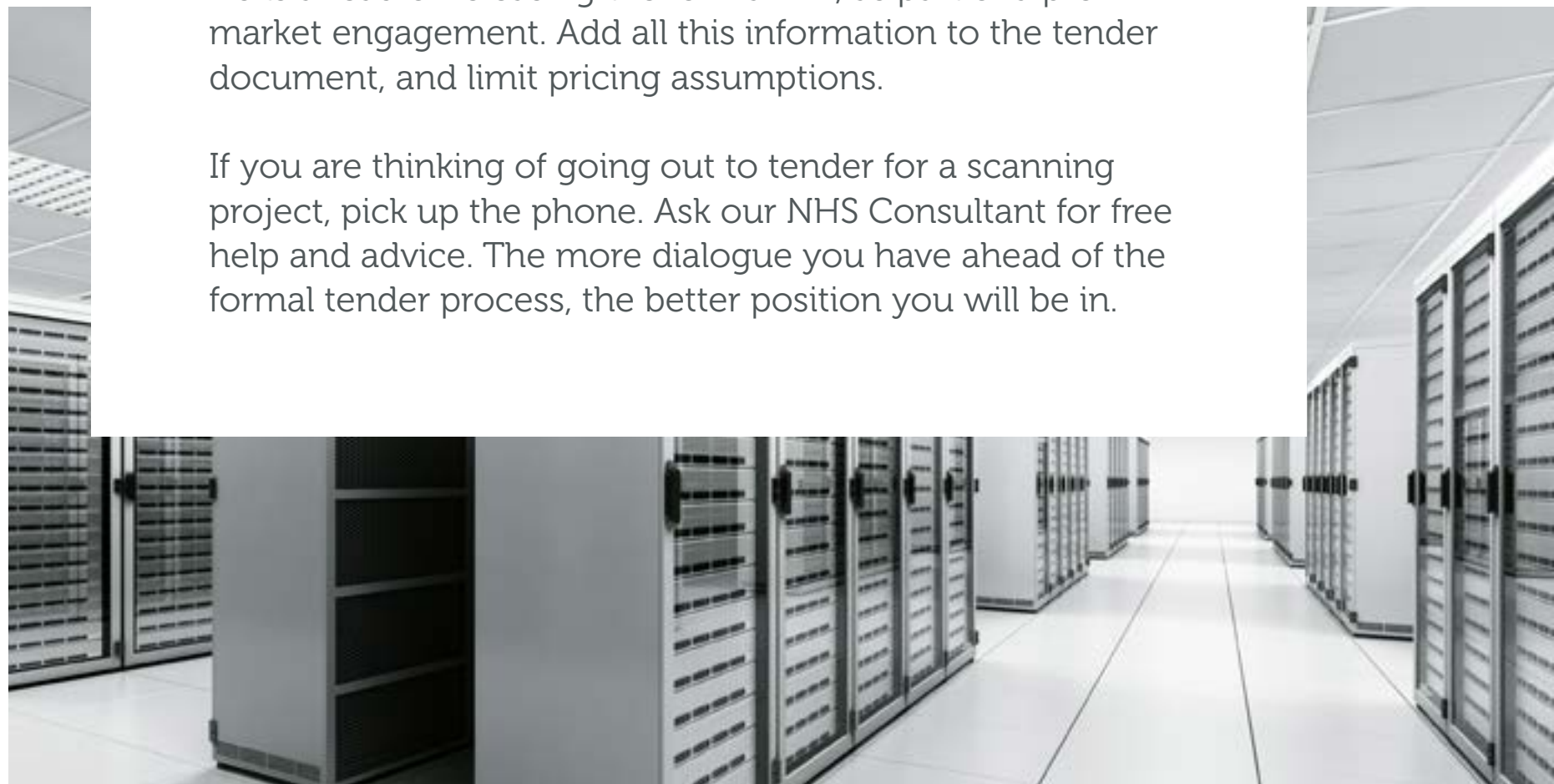
See scanning centres in action. Understand the process so you can ask questions within the tender about the delivery of your project. This will make it easier to understand who will deliver the quality you are after.

Let suppliers see the patient records you want to scan. Talk through the process. Understand if your files are straight forward or whether they need extra preparation.

Your aim is to get the most accurate price as possible. The more information you provide, the less assumptions the suppliers can make. Hence the more accurate the pricing. Any assumptions will always default to the lowest cost option. Even if it's the less likely option, as the supplier will want to look like the most effective option.

So, when suppliers come to see the records, ask them questions. Don't let them dictate the dialogue. Do these visits ahead of releasing the formal ITT, as part of a pre-market engagement. Add all this information to the tender document, and limit pricing assumptions.

If you are thinking of going out to tender for a scanning project, pick up the phone. Ask our NHS Consultant for free help and advice. The more dialogue you have ahead of the formal tender process, the better position you will be in.



**Talk to us now and we'll give you the tools and advice you need, to drive your digital transformation projects.**

**Click the email link & get in touch.**

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#RestoreAnswers

