Restore
Records Management

Supporting your digital journey

Optimising medical records and increasing clinical space

Optimising your medical records

Medical paper records and other forms of unstructured data contain hugely valuable information. Although there's an increasing pressure for the NHS to go digital, we know that optimising your paper record solution is the first step to an effective digital transition.

The NHS faces unrelenting pressure. Not just due to the COVID-19 pandemic, although this has certainly heightened them, but with growth in waiting lists, staffing challenges, costs of infrastructure rising right through to delivering a 'Net Zero' national health service. On top of these external pressures the NHS has rising costs in delivering services.

Across the Restore Group we work with over 80% of NHS foundation trusts and we have over 20 years of working with them in managing their medical records.

In this brochure, you'll find out about how we can help you manage your medical records more efficiently, reduce costs, create vital clinical space, manage change and support your future strategy.

Partner with +80 NHS foundation trusts

Manage +22 million files

Over 56 locations nationwide

Deliver +20,000 files a day

Working with the NHS for over 20 years

5 ways we support, manage, protect and drive efficiencies for the NHS

1 **Releasing prime clinical space** – by providing more space for patient care storing records off site is surprisingly more cost effective than you may think.

2 **Improving the governance of your medical records** – giving you complete trust in our security measures: vetted staff, GPS-tracked vehicles, secure IT systems, access control, fire detection and suppressants.

3 **Managing patient records more efficiently** – we have systems designed for managing and safeguarding your patients' information that enable important records to be located and delivered to the right place, at the right time. This automation can remove admin overheads.

4 **Reducing the need for temporary or bank staff** – we managed all our staff to operational KPIs based on our contractual SLAs also enabling business continuity.

5 **Helping you to go digital** – supporting the journey through improved management of clinical records, so you don't waste money digitising what you don't need.

Creating vital clinical space through off-site storage

Clinical space within hospitals is expensive – high fixed costs and maintenance liabilities. By storing medical records off site, it enables NHS trusts to use these areas for patient care without the need for creating new spaces or buildings.

We provide accredited, secure, and access-controlled off-site storage facilities. We have a dedicated team who ensure that your records are delivered and collected on time. With over 56 locations across the UK, we can deliver your patient records within hours if required, which assists with short notice changes to clinic lists.

The benefits of using our specialist off-site storage:

> More space for clinical services without investing in additional infrastructure

> Savings reinvested in front-line care, improved outcomes, and expanded services

> Improved patient experiences and better management of patient records

> Opportunities for concessions in visitor areas, generating more revenue for your trust

> Lower overall costs for medical records management, you only pay for the space you use

> Highly secure facilities, removing access from non-records staff

Reducing the pressure on your workforce

Years of mounting pressure on the NHS has created excessive workloads for overstretched staff required to fill gaps. The reliance on using temporary and bank staff to manage records is costly and can be a risk.

We have experienced and trained records specialists who will not only improve note availability but also enable you to track them more effectively and keep them all in one place.

Our loose filing service means that any loose paperwork will be filed in the patient's record when it arrives at our centre. We can clinically prepare the files of the patient, allowing your team time to focus on other activities within the trust. Your files will be delivered in time, in clinic order, fully prepared with patient labels, clinic forms and any loose filing safely contained within.

The benefits of using our service with our fully trained staff:

› Increased productivity from your Health Records team

› Reduces the need for temporary and bank staff

› Centralised repository, available 24/7

› Improving accessibility and insight into records usage

› Greater consistency across how you manage your medical records/specialties

› Improved compliance lowering your risk of data breaches, misplaced or lost files

› Increasing efficiency, patient care and note availability

Improving processes and patient care

Auditing, mapping, and distilling clinic practices into robust processes for the efficient management and correct delivery of records takes time, money, and human resource. Balancing the accessibility and security of records is a difficult task. Doing this in-house often diverts much needed attention from delivering clinical services.

Keeping all your records in one fully secure centralised storage facility gives you the following benefits:

› Eliminates the cost of staff vetting and training

› Increases efficiency with more consistent files

› Reduces the risk of lost or misplaced files, more secure patient information

› Gives greater transparency over the movement and storage of records, supporting auditability

› Safe transportation of records between store and clinics, reducing the risk of lost files.

" Restore Records Management has saved us money and vital space for clinical care. We now have quicker access to patient information providing the patient with a better experience. **"**

Mark Herkes, Head of Health Records,
County Durham & Darlington NHS Foundation Trust

Supporting your digital journey

A complex system – from disparate legacy systems to costly on-site data storage and hosting – a more agile approach to systems interoperability is still one of the key IT challenges for the NHS. The challenges can feel daunting when trying to go truly digital with medical records.

Our expert team helps you break down your digital goals and makes the complex feel simple, offering you the following benefits:

› A more accessible patient information to help improve services and clinical collaboration

› Greater efficiency, better co-ordination and significant reduction of physical archive and file movements

› Lower costs for storage and administrative time as your physical archive reduces

› Digitisation focused on your priorities, with minimised scanning of legacy paper

› Groundwork laid for a smoother transition to digital at a lower cost by standardising forms and streamlining the data capture process

Free of charge consultancy

It's a challenge to understand what your true operating costs are for managing medical records – often costs such as racking repair, insurance on site and additional people are not taken into consideration.

We work with several trusts to help them map their current process and build a model that reflects the true cost of how you operate. From this we will work with you to build a business case that ultimately increases efficiency, drives down costs and aligns to your strategic objectives.

> " Restore Records Management were very professional and reliable. The project was well planned and managed, and the team made it as stress free as possible. The expected number of files were uplifted within the estimated time frames without any trouble. "

Mellissa Blakeley, Health Records Lead, Informatics, Manchester University Hospitals NHS Foundation Trust
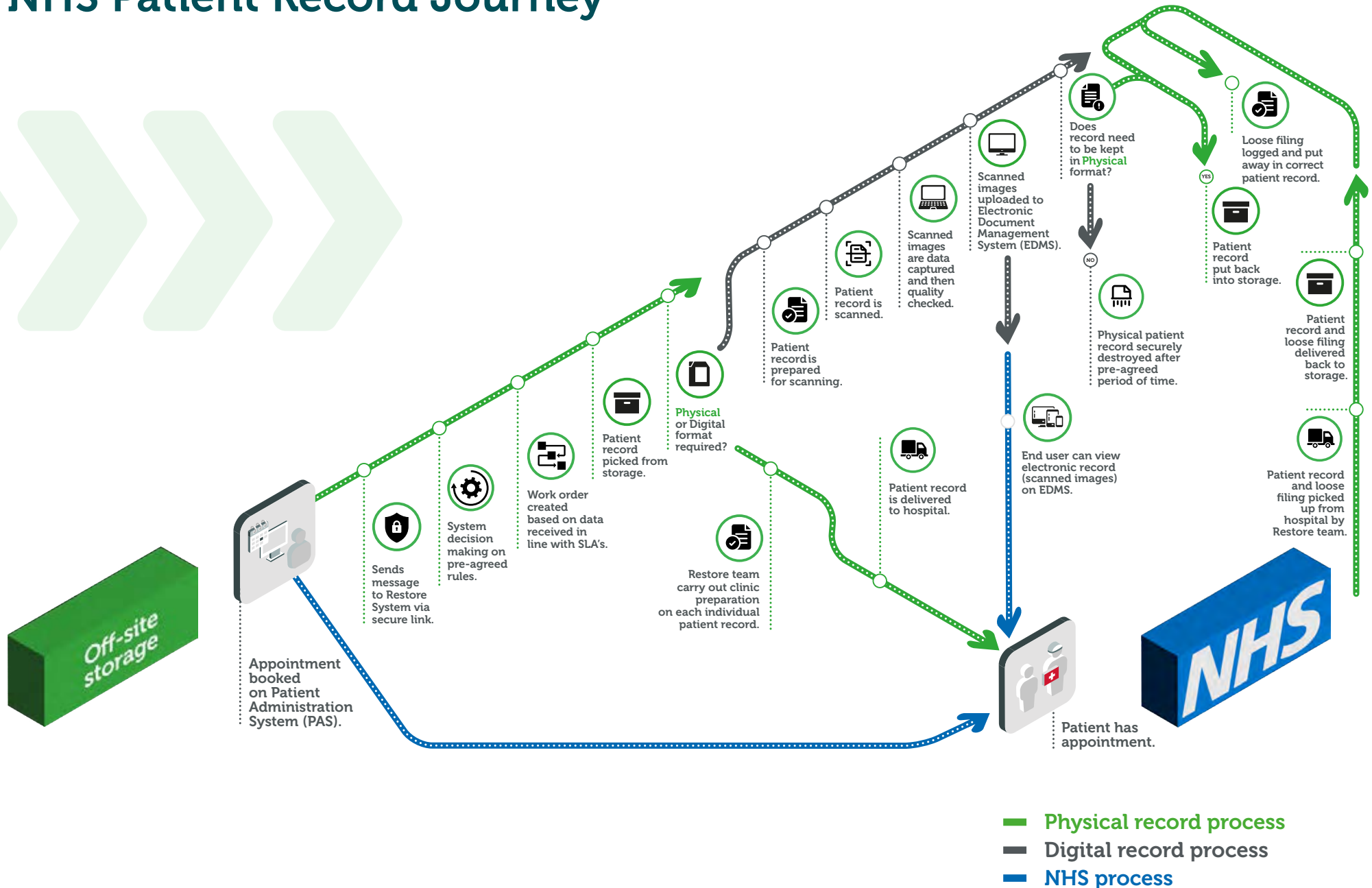
NHS Patient Record Journey

Off-site storage

Appointment booked on Patient Administration System (PAS).

Sends message to Restore System via secure link.

System decision making on pre-agreed rules.

Work order created based on data received in line with SLA's.

Patient record picked from storage.

Physical or Digital format required?

Restore team carry out clinic preparation on each individual patient record.

Patient record is prepared for scanning.

Patient record is scanned.

Scanned images are data captured and then quality checked.

Scanned images uploaded to Electronic Document Management System (EDMS).

Patient record is delivered to hospital.

End user can view electronic record (scanned images) on EDMS.

Does record need to be kept in Physical format?

NO

Physical patient record securely destroyed after pre-agreed period of time.

YES

Patient record put back into storage.

Loose filing logged and put away in correct patient record.

Patient record and loose filing delivered back to storage.

Patient record and loose filing picked up from hospital by Restore team.

Patient has appointment.

NHS

— **Physical record process**
— **Digital record process**
— **NHS process**

Specialist services for you

Loose filing

We file any new paperwork in the patient's original file, post-appointment, using a fully auditable process. It ensures files are kept up to date with the most recent information and ensures records are not retained unnecessarily around the hospital, therefore also assisting notes availability for patient care. Immediately you can reduce admin costs, increase data protection and subsequent record availability. When you are ready to go digital, we can convert this to a day-forward scanning solution when required.

Clinic preparation

Our clinic prep service can deliver cost, admin burden and space savings, as well as help standardise and streamline medical records for future digitisation programmes.

Stock management

We standardise, store, and manage all clinic prep related stationery, saving admin time, reducing costs and releasing valuable space.

Automated ordering service

We tailor our PAS feed to your needs for seamless ordering and delivery of records ahead of appointments, without the need for a separate file request. Real-time secure data transfer allows seamless ordering of files without the need for an admin overhead.

PAS tracking

All files are tracked on our system and automatically updated on your PAS for increased visibility, convenience, and improved compliance.

Management information data analysis

We analyse your record usage and order profiles to help inform your strategic decision-making process.

A sustainable partner for managing medical records

The NHS has set its goal to be Net Zero by 2040, and to do this, it's essential to work with partners who are going to help you achieve that. With Restore, you'll be working with a partner who has the same ESG priorities as you.
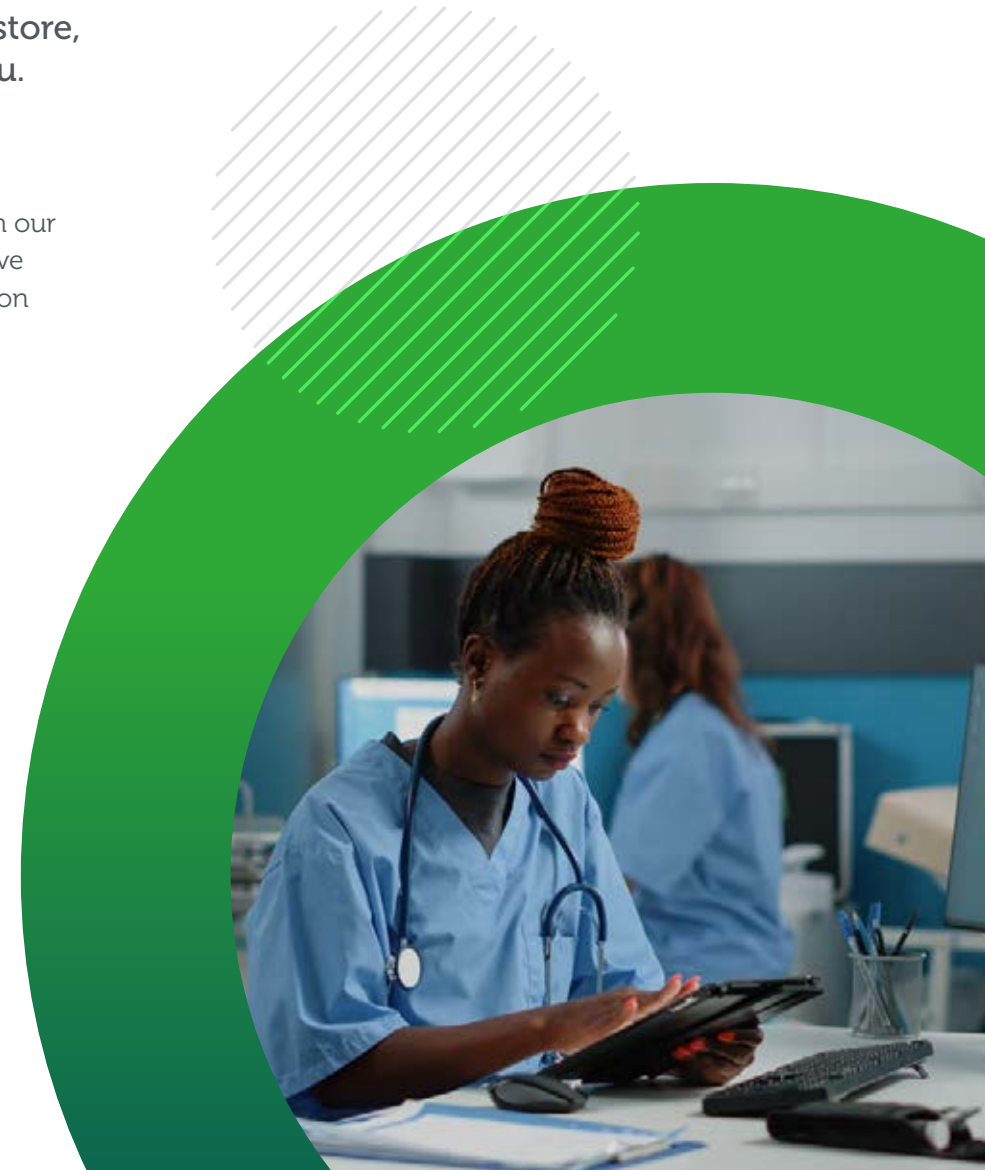
Our ESG commitment

At Restore Records Management, we're committed to reducing the impact our business has on our environment, our communities, and our customers. As a Planet Mark accredited company we've created an ESG strategy that details our own commitments to becoming a Net Zero organisation by 2035, and we're helping our customers do the same. Visit our website to find out more
www.restoreplc.com/sustainability

Trusted by over 80% of NHS Trusts with our accredited services, we're a safe pair of hands that can help your organisation grow sustainably.

> " We are now embarking on a digital journey that will transform the way we work, by providing our clinicians instant access to patient records electronically, which will reduce risk and ultimately improve patient care. "

Sonia Patel, Chief Information Officer, London North West University Hospitals NHS Trust

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