

Our Ref: NG/RM/25251  
Date: 8<sup>th</sup> August 2025

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ST4 8HH

Reception: 0300 123 1535

Dear

## Freedom of Information Act Request

I am writing in response to your e-mail of the 17<sup>th</sup> July 2025. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

### **Requested information:**

I'm contacting you as part of an independent review into the use of Electronic Document Management Systems (eDMS) across NHS Trusts in England. Specifically, I'm seeking information on how digitised patient records are processed, scanned, and managed within your Trust as I have seen from a previous request that I have need of further clarification on. The questions below focus on scanning operations and any technology or providers involved.

### eDMS Implementation and Scanning Practices

1. How is content added to your eDMS? (Please delete as appropriate)
  - **Scanned Internally by Trust Staff.**
2. If records are scanned internally by Trust staff, is this undertaken via a centralised scanning bureau or departmentally? **Centrally**
3. If some, or all records are scanned externally, what is the scanning service provider(s) company name(s)? **N/A**
4. What is the scanning service provider's contract expiry date? **N/A**
5. If some, or all records are scanned via an internal, centralised scanning bureau, please specify the scanning hardware manufacturer and device models that are in use (e.g. Falcon Scanners by Opex Corporation ). **Kodak Scanner**
6. If some, or all records are scanned internally at a departmental level, please confirm if desktop scanners or Multi-Function Devices (MFDs) are used. (Please delete as appropriate)
  - **Multi-Function Device (MFD).**

7. Please specify the scanning hardware manufacturer and device models that are in use at a departmental level. **Canon, various models.**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



**Nicola Griffiths**  
**Deputy Director of Governance**