



**Kent and Medway**

**NHS and Social Care Partnership Trust**

**Information Governance & Records Management Department**

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Dear [REDACTED]

### **Request for Information**

I write further to your request FOI ID OP 134 under the Freedom of Information Act 2000 regarding: -

Paper records

Your request is set out below:

1. Paper notes/drug charts are used anywhere in the trust?

**In 2011 KMPT introduced an Electronic Patient Record (EPR) system across the trust, and an additional module was rolled out in 2019/2020 to enable drug charts on the wards to be electronically produced. Drug charts and forms that require a signature are still used but these are scanned and stored on the electronic system at the point the client is discharged from an inpatient setting. When required, archive paper records are also referred to by clinical teams.**

2. If so, are there any plans to migrate away from paper to electronic? if not, how often is the decision reviewed?

**In accordance with the NHSE long term plan, and to support KMPT's green plan, the trust is committed to using electronic methods as the preferred mode of recording and storage for service user clinical records. This approach is included within our overarching records management policy which is reviewed yearly.**

3. If so, does the trust keep track of serious incidents etc related to paper specifically eg misreading of handwritten comments/doses?

**All incidents relating to clinical records are recorded, including serious incidents, and reported externally as required. Any associated actions from these incidents are monitored until the case has been closed. Serious incidents are also completed externally and comply with the NHS England guidance to reduce the risk of recurrence.**

4. How many incidents happened within the last year (or period the trust tracks)?

**We are proud to be smoke free**

Trust Chair – Dr Jackie Craissati  
Chief Executive – Helen Greateorex

**There have been 171 incidents reported relating to paper documentation within the last financial year. Examples of these incidents include incorrect use of external postal service to send documentation, incomplete information, and paper documentation incorrectly uploaded to the EPR system after the action has been completed/service user discharged. The majority of cases present no, or low risk, to service users. Every incident is reviewed as part of our audit process and, where necessary, improvements are made to reduce the risk of recurrence.**

5. If not, how long ago did the trust migrate away from paper notes?

**N/A**

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of  
The Information Governance Department