

Freedom of Information Request

Ref: 23-270

20 April 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

1. Do you use an Electronic Patient Record (EPR)?

Yes

2. If you do use an EPR which one do you use?

System C - Careflow

3. When did you go live with your EPR?

April 2011

4. How long did it take to bed in within your Clinical Coding Department/ trust?

Approximately one month.

5. How user friendly is your EPR for your Clinical Coders?

Satisfactory.

6. What systems were you using before?

Coding from paper casenotes.

7. How helpful was the EPR training provided to Clinical Coders before go live?

Satisfactory.

8. Is any paperwork still generated on wards that is required for Clinical Coding?

Some specialities document in own systems.

9. How did implementation go for Clinical Coding?

This went well.

10. What was done well?

Seamless move from casenotes to electronic source information.

11. What could have been done better?

Departments being aware to upload all necessary documentation for coding. Some did not appreciate the need for timely uploading to Evolve.

12. What were your biggest challenges as a Clinical Coding Department relating to your EPR?

Ensuring all required paperwork for coding was scanned in as soon as possible.

13. What are still your biggest challenges as a Clinical Coding Department relating to your EPR?

Ensuring all required paperwork for coding was scanned in as soon as possible.

14. Has EPR impacted your Clinical Coding Departments KPI's – quality, backlog, engagement?

Not much difference.

15. What are the positives of your EPR system for your Clinical Coding Department?

Coders can code from anywhere.

16. Are there any negative impacts from your EPR for your Clinical Coding department?

Due to the volume of exercise not all casenotes are scanned in to Evolve (Electronic Document Management) but are refiled in the Health Records' libraries.

17. How are you tackling these?

Raised as a risk on the Risk Register.

18. Did you have any Clinical Coding clerical support before EPR go live and do you have clerical support now?

The Weston site did, but none currently.

19. Has the change been positive or negative for your Clinical Coding Department?

Positive.

20. Do you have you any advice for a Clinical Coding Department planning on purchasing the same EPR as you?

Ensure that all documents are uploaded to Evolve from the CareFlow (EPR). Often departments believe we code directly from CareFlow not Evolve.

21. Would you recommend other trusts select your EPR solution?

Yes.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. 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:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

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

Publication

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To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust