

Freedom of Information Request

Ref: 25-160

2nd April 2025

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

Paper Medical Records Management

How many paper medical records does the Trust have as a data controller?

1,640,000

How many primary on-site record libraries are there? (Just looking for primary storage locations, not local departmental stores etc. as that would take a long time to reply to).

Five

How many off-site record libraries are there?

Two

Is records management outsourced for some paper medical records?

No

Is records management outsourced for all paper medical records?

No

How many records are Trust-managed and how many are outsourced to a records management provider?

Trust Managed 1,640,000 – out-source management nil

If some or all records management is outsourced, what is the records management provider(s) company name(s)?

We use Restore and The Storage Company for off-site storage, but managed by the Trust.

Is the company (if more than 1, please list) a Data Controller and/or a Data Processor for the Trust?

The two companies we use are Data Processors, no records are destroyed by these companies

How many records has the Trust authorised and had destruction undertaken for within the last two years (2022/23 & 2023/24)?

Please note, the Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty-day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

Was destruction undertaken by a BS15713 provider?

Yes

If yes, which of the following are they accredited to:

BS15713:2009 or BS15713:2023? BS15713:2023

If records management is outsourced, does this include active records (records that have been in active circulation within the last three years)?

Yes – Outsourced storage only

If records management is outsourced, does this include dormant records (records that have been in active circulation in the last four to eight years)?

Yes – Outsourced storage only

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

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

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