

# Intercepting Records for Paper Light Practices – Practice Guidance

Version 1.6



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# Introduction

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## 1.1 Background

### Scanning

Where practices have previously scanned their medical records (known as paper light), it can be difficult to maintain paper light processes as they continue to receive paper records for new patients joining the practice. This means the benefits of bulk scanning could be short lived as paper records build up at the practices. In order to prevent the accumulation of new paper records at paper light, or remote and rural practices it is necessary to consider a change to current processes so that paper records destined for those practices is digitised.

In order to ease the burden on these practices, Practitioner Services Division (PSD) is implementing a process where any paper medical records destined for practices that has been identified as “paper light” or practices remote and rural would be scanned and sent to the practice electronically.

This will mean that paper light, or remote and rural practices will no longer receive paper records from PSD. It's intended that this will both reduce the risk of manual paper records transfer and aid practices by assisting in the creation a single electronic record for the patient in DocMan.

For paper records, leaving those “Non-Paper Light” including remote and rural GP practices these will continue for returning to PSD in bags provided by your local PSD office. You should return your paper records in these bags via Royal Mail as per current transfer arrangements. The GP practice can contact their local PSD office should they require further bags for returning paper records. We are actively looking at records transfer for remote and rural areas, however in the meantime we ask that you continue with the current process of sending records to PSD via Royal Mail. For those practices who send their paper records via courier, this process will stay the same.

Due to PSD service redesign and restructuring the Edinburgh PSD office will eventually be the central medical paper record hub where all paper medical records received from Non-Paper Light GP practices are to be intercepted going forward. The paper records sent by PSD for digitalising, then for exporting electronically to the all practices in Scotland this will include all Non-Paper Light practices going forward.

### Destruction

Following on from the Intercepting of Medical Records (Records Scanning Project as described above), we need to ensure any records scanned for GP practices is destroyed within current information governance guidelines and timeframes.

#### **What to expect:**

- The new process is automated
- Your practice will receive an email from **nss.vwdsmr1@nhs.scot**
- Attached will be an Excel list of records from your practice that are due for destruction.

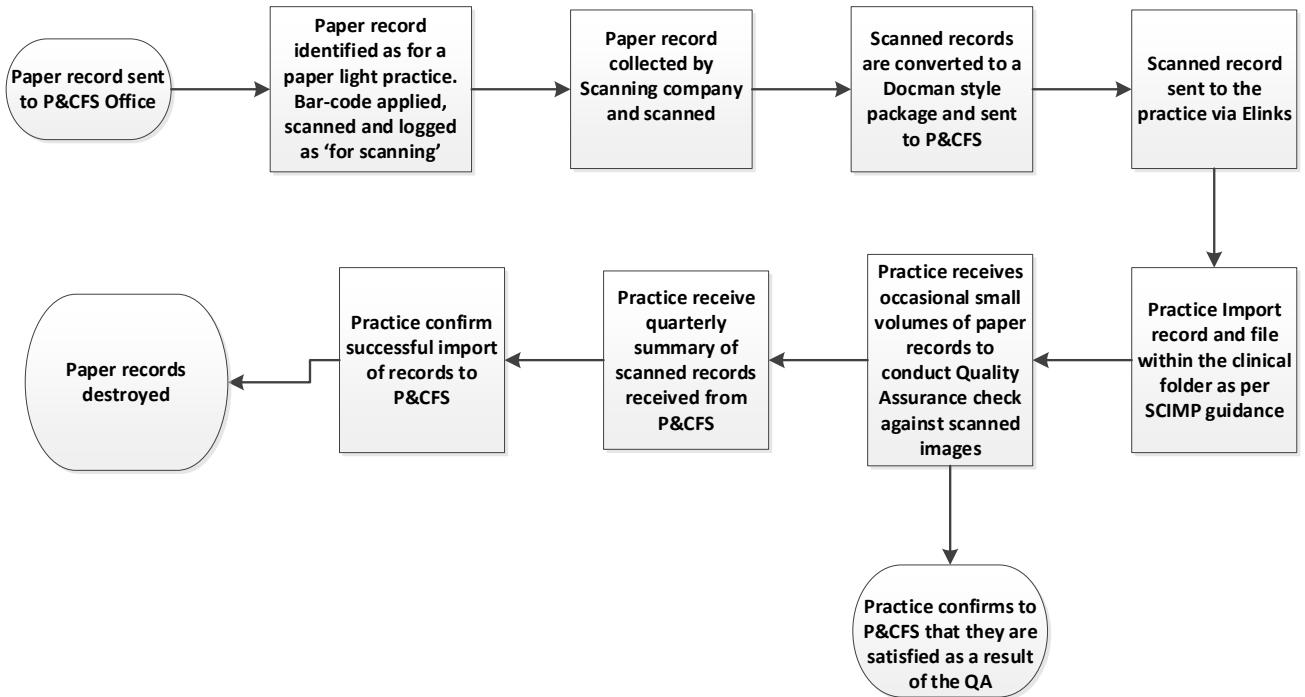
**What we need you to do** – see Step by Step guidance of the Destruction Process as detailed below in section 3 of this document.

Only following confirmation of this, will PSD, give approval to the Supplier to destroy the records.

## 1.2 Scanning Process Overview

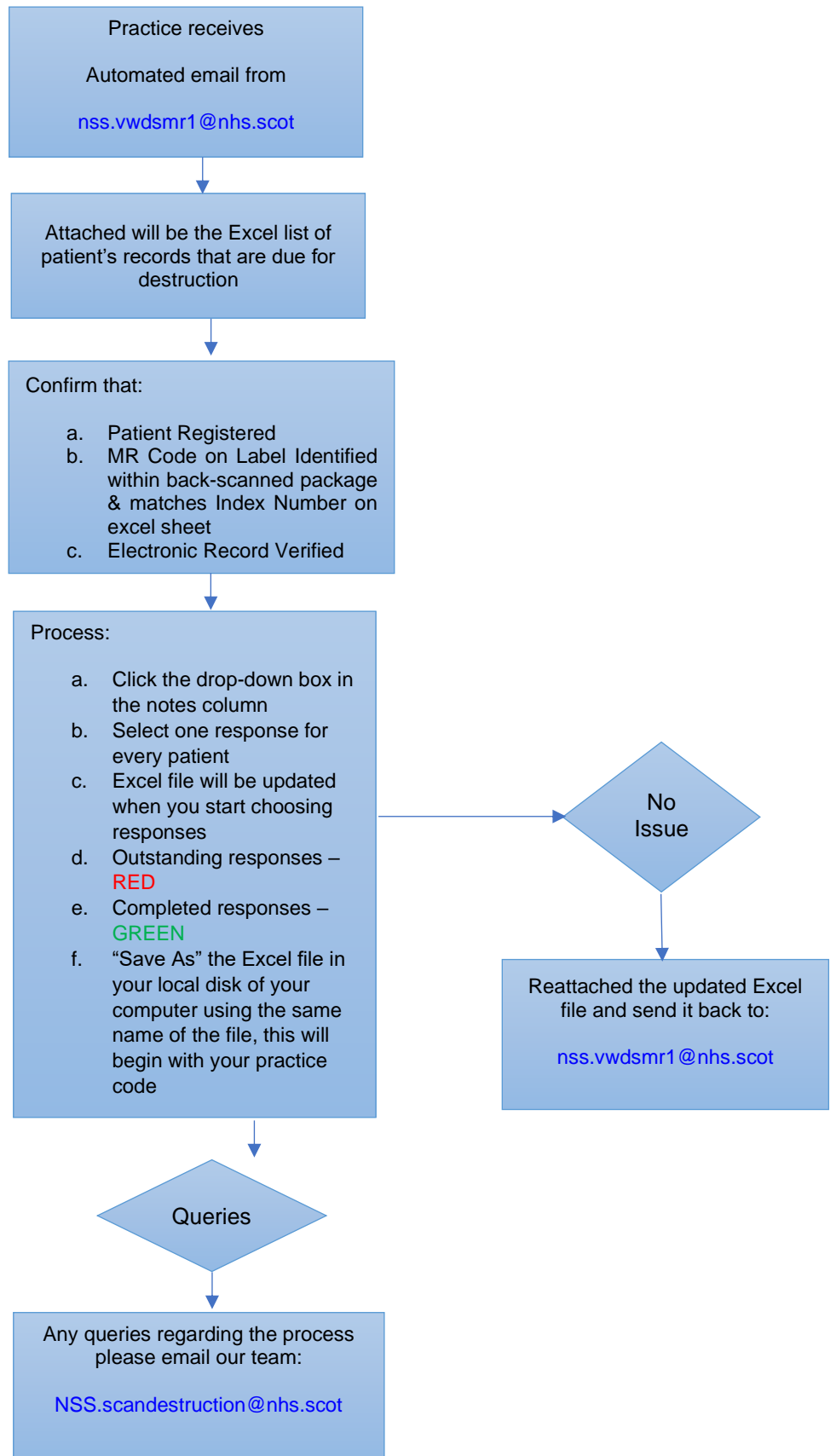
**Scanning Process** - outlined in the diagram 1 below

Diagram 1.



**Destruction Process** - outlined in the diagram 2 below

**Flow Chart for Record Scanning Destruction Process**



## 2 Quality Assurance

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### 2.1 Supplier Quality Assurance Process

While it is, recommended that practices review all records received to ensure they can access the back scanned file and cover the expected patient history period, there will be a requirement for verified quality assurance checks on a proportion of the records. The scanning supplier will conduct initial quality checks ensuring that the number of pages in the scanned record matches the number of pages expected from the paper record and conducting a page-by-page visual quality check of 20% of the records. Any issues found within the 20% sample then, a check of the entire batch is carried out by the scanning supplier.

### 2.2 Practice Quality Assurance Process

In addition to the supplier's quality assurance checks, a proportion (1%) of the paper records, are sent to the practices for their quality checks. It is, anticipated that this will only consist of a small number of records needed to be checked by each practice due to the nature of the process and this will be managed on a rotating process to avoid overburdening practices with this additional workload. The practices must confirm to PSD that they have conducted a page-by-page visual quality check of the records indicated. The practice must sign and date the note that accompanies the paper record to signify that the record is part of the records scanning quality check process and to confirm that this check has taken place. The paper records with the signed notes attached to it should be returned to the Edinburgh PSD office so that these can be securely destroyed.

## 3 Step by Step - Destruction Process

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- 3.1 When the paper medical record is due for destruction a report (excel sheet) from PSD automated mailbox [nss.vwdsmr1@nhs.scot](mailto:nss.vwdsmr1@nhs.scot)
- 3.2 is sent to the practice listing the **back scanned part of the record** required to be checked that it is contained within the patient's DocMan.
- 3.2 These excel sheets are produced approximately 4 months from the date the back scanned file was exported to the GP practice. The practice will receive the first reminder when paper record is due for destruction and then if not completed and returned, a month later a second reminder will be sent. If no response to the second reminder then a Final reminder will be issues a month later.
- 3.3 **To access the excel sheet;** the practice should open the original email, double click on the excel sheet, as you do this at the top of the sheet a box appears "open in excel" if you click on this, it should open the file in excel then practice should be able to access the drop-down option menu.
- 3.4 When you click on the red highlighted field a drop down menu should appear. Click on it and a menu should appear for you to choose an option. The notes2 field is for the practice to add free text with any appropriate comments
- 3.5 Once you received an email with list of records for destruction, confirm that **"Patient Registered & Electronic Record Verified"** for the patient records.  
  
**To confirm patient are still currently registered with the practice:** Check the CHI number is correct  
  
**To verify the electronic records:** Match the Index Number on excel sheet with the MR Code on Barcode Label found on the back scanned record within DocMan  
  
**Please Note** - The MR Code may be on the 2<sup>nd</sup> page or subsequent pages of the electronic backscanned document
- 3.6 Then when excel sheet is completed; on the toolbar select "file" then select "Save As" then save it to your computer as an excel spreadsheet with the same file name, the practice can then open up the original email and re-attach the saved completed excel sheet to this email, to be sent back to [nss.vwdsmr1@nhs.scot](mailto:nss.vwdsmr1@nhs.scot)
- 3.7 If the practice has concerns or issues with the scanned record, they should contact local PSD office.
- 3.8 It is important that these records is signed off for destruction as we are limited by Information Governance guidelines on the amount of time that we can hold them for. The retention period for electronic records is 6 months and for paper records is 4 months. If the practice feel that it is unable to sign off these records for destruction, this could result in all of these paper records being sent to the practice (as the data owner) for the practice to destroy.