

Email: tsdft.foirequests@nhs.net
Our Ref: TSD10628

Dear Sir/Madam

Request for Information

We are writing to confirm that we have now completed our search for the information you requested.

A copy of the information is below:

The questions are intentionally specific to keep them quick to answer; where an exact figure is not readily held, an approximate or nearest-available figure is welcome.

Electronic records systems

1. Do you use an Electronic Document Management System (EDMS) or Electronic Document and Records Management System (EDRMS) to store scanned or unstructured patient/clinical records? If so, please state the product name and the supplier.

[EDMS – Cito, supplied by Civica for legacy records.](#)
[Epic \(EPR\) for current scanned documents.](#)

2. If you do not use a dedicated EDMS/EDRMS for this purpose, please state what is used instead to store scanned or unstructured patient records (for example, SharePoint, shared network drives, or within your electronic patient record).

[Not applicable](#)

3. For the system identified at Q1 (or Q2), please provide: (a) the contract start date and end/expiry date; (b) whether any extension option or break clause applies, and its date; and (c) the procurement framework or route used.

[a\) 02/04/2026 – 01/04/2027](#)

[b\) £54,000](#)

[c\) ESPO](#)

4. Please state the name and supplier of your main electronic patient record (EPR) system.

[Epic Hyperspace.](#)

Paper and off-site records

5. Do you hold paper patient health records (a) on-site, and/or (b) off-site with a third-party storage provider? If off-site, please name the provider.

Held both on and off-site. Off-site storage provided by Iron Mountain.

6. Please state the approximate volume of paper health records held (in linear metres, number of boxes, or your usual measure).

19,900 boxes (119,200 records) – 28,100 Cubic Feet

7. For the most recent full financial year, please state total expenditure on (a) off-site physical records storage, and (b) retrieval and/or scan-on-demand services.

a) Iron Mountain £63,000

b) £4200

Subject access and digitisation

8. For the most recent full financial year, please state (a) the number of subject access requests received for health records, and (b) the number or percentage responded to within the statutory time limit.

a) 2025/2026 – Total received 2252

b) Our overall compliance – 31%

9. Do you have a programme to digitise or scan legacy paper health records? Please state its status (not started / in progress / complete) and, if known, the approximate backlog of records still awaiting scanning.

No plan or programme.

Responsibility

10. Please provide the job title and directorate of the post-holder(s) responsible for (a) health records management, and (b) digital/EPR strategy.

a) Job title: Head of Legal Services and Acting Data Protection Officer

Directorate: Legal Services

b) Job title: Chief Strategy & Planning Officer

Directorate: Executive Team

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If you wish to discuss any of the above, please contact us, quoting the FOI reference number above.

If you are unhappy with the way in which we have handled your request, please contact the Data Protection and Freedom of Information Lead in the first instance. If you wish to make a formal complaint, you should write to our Complaints Manager at Torbay and South Devon NHS Foundation Trust, First Floor Bowyer Building, Torbay Hospital, Torquay TQ2 7AA or by email to tsdft.feedback@nhs.net

If you are not content with the outcome of your complaint or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner will only make a decision once you have exhausted the complaints and/or internal review process provided by us. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or through this link <https://ico.org.uk/global/contact-us/>

Yours sincerely,

Freedom of Information Team