

# Cardiff & Vale NHS Trust



**Cardiff & Vale** is one of the largest NHS Trusts in the UK

It provides day to day health services to a population of around 500,000 people living in Cardiff and the Vale of Glamorgan. Treatment includes mental health care, care for elderly people and children as well as community-based services, including dental services.

Patients also attend from across Wales for the range of specialist services, for which the Trust provides. These include paediatric, renal, cardiac, neurological services and bone marrow transplantation.

In line with other large NHS Trusts, Cardiff & Vale generates very high volumes of documentation, much of which is vital to patient care, such as medical records. Security and accessibility were among the criteria for the Trust's decision to move towards electronic document management.

## *Document Scanning Contract Award*

HSIM was awarded the contract for scanning Medical Records for Cardiff & Vale NHS Trust in April 2009 following a rigorous competitive tendering process.

The Trust required scanning services for three hospital sites – University Hospital of Wales, Llandough Hospital and Barry Hospital. A weekly collection and delivery service has been agreed comprising of up to 2,000 patient records.

**Hugh Symons** has provided the Trust with CDView software to securely manage their electronic archives. CDView is now installed on numerous work stations within Medical Records providing a fully searchable database allowing quick access to any scanned patient record. This software is provided on a licence free basis and has been developed over a number of years by Hugh Symons in-house software team and is currently used by over 80 NHS Trusts.

Hugh Symons is working in close partnership with the Trust with a view to continually improving efficiencies in the services provided, and to offer a broader range of services to complement the ongoing scanning solution. This has recently included onsite installation and training on software across the hospital sites, maintenance to legacy microfilm equipment, consultation on media storage, and the provision of weekly management/budget reports. Cardiff and Vale NHS Trust saw great value in the weekly reports as this now enables close management of weekly throughput volumes, and allows the Trust to monitor the number of records to send for scanning to keep within fixed budgets.

Keeley Baker, Head of Medical Records for Cardiff & Vale NHS Trusts comments of the choice of Hugh Symons as their document scanning supplier:

*“Hugh Symons was one of 4 companies who were short-listed to undertake the scanning contract for Cardiff and Vale NHS Trust. On visiting their premises as part of the supplier assessment, we found them to be very well organised. Their process management for scanning medical records was excellent which gave us full confidence to award the contract to them.*”

*“Hugh Symons has provided us with excellent support since undertaking the contract and invaluable information to ensure we remain within our budgetary parameters.”*

## Case Study

### Contact us:

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