

## Freedom of Information Act 2000

## The Royal Cornwall Hospitals NHS Trust Response to Information request

Date Request Received: 17<sup>th</sup> July 2025

FOI Ref No 29587

## Requested Information:

### eDMS Implementation and Scanning Practices

1. How is content added to your eDMS? (Please delete as appropriate)
  - Scanned Internally by Trust Staff
  - Scanned Internally by a Company
  - Scanned Externally by a Company
  - Digital Documents Uploaded by Trust Staff
  - Digital Documents Fed Through From Other Systems
2. If records are scanned internally by Trust staff, is this undertaken via a centralised scanning bureau or departmentally?
3. If some, or all records are scanned externally, what is the scanning service provider(s) company name(s)?
4. What is the scanning service provider's contract expiry date?
5. If some, or all records are scanned via an internal, centralised scanning bureau, please specify the scanning hardware manufacturer and device models that are in use (e.g. "Falcon Scanners by Opex Corporation").
6. If some, or all records are scanned internally at a departmental level, please confirm if desktop scanners or Multi-Function Devices (MFDs) are used. (Please delete as appropriate)
  - Desktop Scanner
  - Multi-Function Device (MFD)
7. Please specify the scanning hardware manufacturer and device models that are in use at a departmental level.

## Response:

1. How is content added to your eDMS? (Please delete as appropriate)
  - **Scanned Externally by a Company**
  - **Digital Documents Uploaded by Trust Staff**
  - **Digital Documents Fed Through From Other Systems**
2. If records are scanned internally by Trust staff, is this undertaken via a centralised scanning bureau or departmentally?
  - **N/A**

3. If some, or all records are scanned externally, what is the scanning service provider(s) company name(s)?
  - **Hugh Symons Information Management**
  
4. What is the scanning service provider's contract expiry date?
  - **31/03/2026**
  
5. If some, or all records are scanned via an internal, centralised scanning bureau, please specify the scanning hardware manufacturer and device models that are in use (e.g. "Falcon Scanners by Opex Corporation").
  - **N/A**
  
6. If some, or all records are scanned internally at a departmental level, please confirm if desktop scanners or Multi-Function Devices (MFDs) are used. (Please delete as appropriate)
  - **N/A**
  
7. Please specify the scanning hardware manufacturer and device models that are in use at a departmental level.
  - **N/A**

**Attachment(s):**

No Attachment(s)

**Date Response sent: 23<sup>rd</sup> July 2025**