

## Digitisation of GP Records Frequently Asked Questions

### **Why are you digitising my GP paper medical records?**

Paper records have been used in GP Practices up until about 2010 when they switched to digitally recording patient information. By digitising the paper records and adding to the patients' **electronic patient record**, clinical staff will have instant access to your complete GP medical history.

Space and accommodation issues are important to many practices and one method of releasing space is to back scan the paper records as once they have been scanned, there are robust electronic backups in place.

Paper records deteriorate over time but are also vulnerable to being damaged or destroyed due to flooding or fire. Scanning the paper records ensures the complete GP patient record is securely, electronically stored and will not deteriorate over time.

### **How do I know if my records will be digitised correctly?**

Following a robust procurement process, NHS Grampian awarded the contract for digitising GP medical records to NEC Software Solutions Ltd.

NEC Software Solutions Ltd provide a highly secure end-to-end scanning service and have been digitising medical records for 20 years. They have scanned other health boards across Scotland including Fife, Tayside & Greater Glasgow so are very experienced in working with the NHS and our systems.

Each Practice undertakes a quality check of a percentage of scanned records to ensure they are legible and of a decent quality before further scanning takes place. Any issues during this stage are reviewed and rescanned if necessary. To date, NEC Software Solutions Ltd have not had any scanning quality issues following the millions of records they have scanned.

### **What is the process for scanning, uploading, and managing confidential / sensitive sections of my patient record?**

NEC Software Solutions Ltd are highly experienced in scanning medical records. All staff have had an enhanced Disclosure & Barring Service check (DBS), undergone the appropriate confidentiality training and signed confidentiality agreements.

They must also ensure that physical access to the patient records is secured, that employees of the scanning company do not deliberately or systematically read the paper records and that, in the event of any data breach, the company will be considered liable. This has been included in the contract and is effectively a data processing agreement.

All Practices follow current guidance, both local and national, with regards to record management, confidentiality, information security and adhere to the NHS

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records management code of practice when scanning and uploading sensitive information into the electronic patient record.

### **Will I still be able to request a copy of my GP medical records?**

Yes. To request a copy of your GP records, you will need to contact your Practice who will advise on the process for this.

### **What steps will be taken to ensure that future systems are compatible with today's technology and that this information will remain accessible in the future?**

IT systems are continually evolving, and NHS Grampian works hand in hand with UK NHS clinical system suppliers to ensure new systems are trialled and tested before being rolled out. Any future IT systems would be built around compatibility with current systems.

Robust backup systems are in place within our NHS digital servers to ensure there will be no loss of data.

### **What safeguards are in place for making sure the information is accessible in the event of an extended power failure?**

NHS Grampian have contingency plans in place for such eventualities as loss of power. Each GP Practice also have business continuity plans in place to support with loss of IT systems, access to buildings etc.

### **If I move away to another Health Board, how will my GP records be transferred?**

In Scotland, the transfer of your GP health records is managed by Practitioner Services who work on behalf of your NHS Board. GP practices return the records to them for patients who are no longer registered with them. If you have changed your GP practice, they will send these records on to your new GP.

If your records are held on the GP practice computer system, Practitioner Services can transfer them electronically to your new GP practice, if you have moved within Scotland. These are moved automatically to your new GP practice through a secure electronic route. All this is done electronically and once your old GP practice export your electronic medical records, they will be with your new GP practice within 48hrs.

Practitioner Services will find an entry for you on the Community Health Index (CHI) national database. When they update your CHI information, a request is sent to your old GP practice which asks them to send your records to them. They will then send them to your new GP practice.

Practitioner Services work with other organisations to request your records. The NHS Central Register can trace where you were previously registered. They make sure the appropriate authorities in England, Wales or Northern Ireland know you

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are now in Scotland and that your GP records should be sent to Practitioner Services.

You can find further information on how your GP records are managed and transferred at the following link:

[Transfer of your GP health records | NHS inform](#)

If you have any other queries, please contact your GP Practice for advice.