

Walkabout Review Sheet

Name	Eddie Bloomfield NED, Joanna Kirchner Public Governor for Colchester Luke Mussett, Membership Officer
Date	16 April 2019
Visited	Health Records Department Colchester Hospital
General appearance of the area	The department was calm, clean and tidy. It gave the appearance of a well run section with a good management team focussed on both providing a good service and developing it further through the digitisation project. There was no sense of clutter or chaos, although the team were clearly busy. We were pleased and interested to hear about the legacy scanning project which, once approved, will progress at pace. There are approximately 550,000 legacy paper records housed in the department and it is anticipated that these will be scanned at a rate of 1,000 per day. Scanning of new records is provided on demand but for the time being this means two systems operating in parallel. We were told that although Ipswich is more advanced in terms of electronic records technological developments mean it should take Colchester just 18 months to reach the point Ipswich needed 10 years to achieve. We spoke about the likely impact on headcount and this was recognised as an issue although numbers have not yet been firmed up.
Feedback from Patients/Visitors	Not applicable.
Feedback from staff	We spoke to Mark Jessup and Andy from the management team and three other members of staff. Morale was good. One member of staff said she had worked in the Department for 30 years! The tin roof of the department was noted as a problem with temperatures in the filing areas reaching 40 degrees Centigrade in the height of summer. A shortage of filing staff was also commented upon although we were briefed that three new filers will start shortly. We touched on the staff survey results for the Trust and Mark noted the importance of management being Approachable.
General feel of the area	Positive. Hard working. Calm and Efficient. Good atmosphere.
Any additional information	We wondered afterwards about how the scanning project was expected to be cost neutral. We were unsure if this meant that upfront scanning costs would be recouped by headcount and estate reductions later?