

Corporate Strategy Records management

Issue sheet

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Revision details

Version	Date	Amended by	Approved by	Details of amendments
Initial Release	4.09.2007	-	IGSG	Extract the table in 5 to be a separate document and update this document accordingly In 6.1 change "every two years" to "annually".
1	23.3.2015		IGSG	Annual Review
2	21.02.2015		RMF	Annual Review
3			RMF	Update to reflect 2016 NHS Code of Practice

Contents

1. Introduction
2. Scope
3. Aims
4. Key elements
5. Implementation
6. Review
7. References

1. Introduction

- 1.1 This document sets out an overarching framework for integrating current records management initiatives, as well as recommending new ones. It defines a strategy for improving the quality, availability and effective use of records in the NHS Business Services Authority (NHSBSA) and provides a strategic framework for all records management activities. This will enable overall coordination of all records management activities and ensure alignment with the NHSBSA's business strategies.
- 1.2 The records management strategy should be read in conjunction with the NHSBSA's Records management policy.

2. Scope

- 2.1 This strategy relates to all operational records held in any format by the NHSBSA as detailed in the Department of Health's publication Records Management: NHS Code of Practice.
- 2.2 These include records held in all formats, for example:
 - paper records, reports, diaries and registers etc.
 - Computerised records including Cloud Based systems
 - Scanned Images
 - Emails
 - Text messages (SMS) and social media
 - microform (i.e. microfiche and microfilm)
 - Websites and intranet sites
 - Audio and video tapes, CD, DVD, Flash Drive etc.
 - Email held created through Bring Your Own Device

3. Aims

3.1 The aims of the NHSBSA's records management strategy are to ensure:

- a systematic and planned approach to records management covering records from creation to disposal
- efficiency and best value through improvements in the quality and flow of information, and greater coordination of records and storage systems
- compliance with statutory requirements
- awareness of the importance of records management and the need for responsibility and accountability at all levels
- appropriate archiving of the NHSBSA's important records.

4. Key elements

4.1 The records management strategy comprises the following key elements:

4.1.1 Responsibility and accountability

To provide a clear system of accountability and responsibility for record keeping and use

It is important that all individuals in the NHSBSA appreciate the need for responsibility and accountability in the creation, amendment, management, storage of and access to all NHSBSA records. A major target is therefore to have a clear chain of managerial responsibility and accountability for all records created by the NHSBSA. This is the prerequisite for an effectively coordinated records management strategy.

4.1.2 Record quality

To create and keep records which are adequate, consistent, and necessary for statutory, legal and business requirements

NHSBSA records should be accurate and complete, in order to facilitate audit, fulfil the NHSBSA's responsibilities, and protect its legal and other rights. Records should show proof of their validity and authenticity so that any evidence derived from them is clearly credible and authoritative.

4.1.3 Management

To achieve systematic, orderly and consistent creation, retention, appraisal and disposal procedures for records throughout their life cycle

Record-keeping systems should be easy to understand, clear, and efficient in terms of minimising staff time and optimising the use of space for storage.

4.1.4 Security

To provide systems which maintain appropriate confidentiality, security and integrity for records in their storage and use

Records must be kept securely to protect the confidentiality and authenticity of their contents, and to provide further evidence of their validity in the event of a legal challenge.

4.1.5 Access

To provide clear and efficient access for employees and others who have a legitimate right of access to NHSBSA records, and ensure compliance with Access to Health Records, Medical Reports, Data Protection and Freedom of Information legislation

Access is a key part of any records management strategy. Fast, efficient access to records unlocks the information and knowledge they contain.

4.1.6 Audit

To audit and measure the implementation of the records management strategy against agreed standards

The performance of the records management programme will be audited.

4.1.7 Training

To provide training and guidance on legal and ethical responsibilities and operational good practice for all staff involved in records management

Effective records management involves staff at all levels. Training and guidance enables staff to understand and implement policies, and facilitates the efficient implementation of good record keeping practices.

5. Implementation

- 5.1 The key elements of this strategy will be implemented as per the action plan (see NHSBSA Records management action plan).

6. Review

- 6.1 This strategy will be reviewed annually (or sooner if new legislation, codes of practice or national standards are to be introduced).

7. References

- Records Management: NHS Code of Practice
(http://systems.digital.nhs.uk/infogov/iga/resources/rmcop/index_html)
- NHSBSA Records management policy