



Digitising Lloyd George records to improve patient care and optimise real estate

How the digitisation of Lloyd George records streamlines patient care and reduces costs

With the NHS committed to digital transformation, General Practices face the monumental task of digitising decades' worth of Lloyd George records. There are various procurement options which enable compliant programmes to be put in place at ICS or at a local practice level.

“The NHS has agreed to give every patient the right to digital-first primary care by 2024.”



6 undeniable benefits of digitised healthcare

1 Make informed decisions faster



Lloyd George records still contain valuable information. Insurance claims and legal cases detail broader patient health histories: information which can be used to make informed decisions with direct impact on the quality of care provided. Moreover, practices are obliged to retain records for assisting in the settlement of insurance claims and legal cases.

With digital access to these records via a unified and connected system, which is accessible anywhere, GPs can access key information quickly during workflows where time is everything.

2 Free up valuable real estate



Having rooms and even entire facilities dedicated to the storage of paper records is not an effective use of the NHS budget or real estate.

Digital transformation solutions allow local practices and hospitals to free up physical space so they can instead allocate it to frontline patient care. In other words, the reduced reliance on paper frees up opportunities for healthcare facilities to boost capacity in everything from beds to additional consultation areas.



NHS Long Term Plan, published on 7 January 2019,

sets out ambitious plans in support of digital transformation across the sector. Later that year, the NHSX initiative was launched to bring together teams from the DHSC and the NHS to drive stronger collaboration for the betterment of public health and wellbeing.

3 Store patient information safely



Physical records face a number of potential risks, such as fire, water damage or unauthorised access. The same is true of digital records which aren't stored and managed appropriately with multiple levels of security in place to protect them.

Cloud-enabled storage of digital records allows for immediate accessibility from any authorised account or device, while also providing multiple layers of protection. These protective measures might include encryption and multifactor authentication, among others, according to the rules laid out by the BS 10008 standard for information management systems.

4 Secure disposal of assets



All Lloyd George records pertaining to British citizens must be retained for a period of ten years after a patient's death or after the patient has left the UK and the European Union. This does not apply to electronic health records, which must be retained for the foreseeable future. For electronic records, however, there remains the challenge of ensuring secure destruction in cases of retired hardware assets.

By migrating to a unified digital platform and entrusting the care of medical records to the right vendors, it's possible to ensure complete visibility over the process according to compliance regulations. At the same time, Lloyd George records which have been migrated to digital formats may be securely destroyed to protect patient privacy.

“ Some paper records are over 70 years old and in a state of deterioration, therefore becoming illegible coupled with the fact the information they hold is vital and paramount for safe medical practice. The security and accuracy of these records is vital and needs to be preserved.”

NHS Birmingham and Solihull CCG

5 Streamline patient healthcare



All the above benefits of digitised healthcare culminate in the NHS's core purpose - improving public health.

The key goal of the NHS's long-term plan is to give patients the option of digital-first healthcare, allowing them to do things like book appointments online and review their health records. At the same time, healthcare practitioners need full access to patient health records at the point of care to make potentially life-saving decisions in real time. With the necessary planning and foresight when it comes to digitisation, practices can make that happen and, in doing so, offer better care for those who matter most - their patients.

6 Reduced operational expenses



In today's always-on, always-connected society, citizens' expectations are higher than ever. To ensure the NHS can continue to accommodate these expectations, they need to deliver the highest quality of service at the lowest possible cost. That means eliminating the largely avoidable costs associated with physical management of patient health information.

Empowered by data-driven insights, healthcare practitioners can also deliver proactive diagnostics and treatments and reduce A&E attendances and readmissions. This in turn can greatly reduce operational expenses, enable more accurate budgeting, and increase visibility into ongoing costs.

How can Iron Mountain help?

Iron Mountain supports the NHS in delivering on the strategic paperless directive and to transition to a digital-at point-of-care model.

Delivered with a complete, secure and auditable chain of custody, utilising Iron Mountain's securely vetted employees and owned transport network, our solutions include:

- Discovery and business case support
- Large scale and multi-site library transition projects
- Digitisation of Lloyd George files
- Compliant record destruction (certificate provided)

Iron Mountain are lead supplier on the NHS England Dynamic Purchasing System (DPS) Framework, as well as a range of other NHS England-approved procurement routes.

30+

We work with 30+ ICSs nationally

400

We work with 400 practices nationally to digitise their records

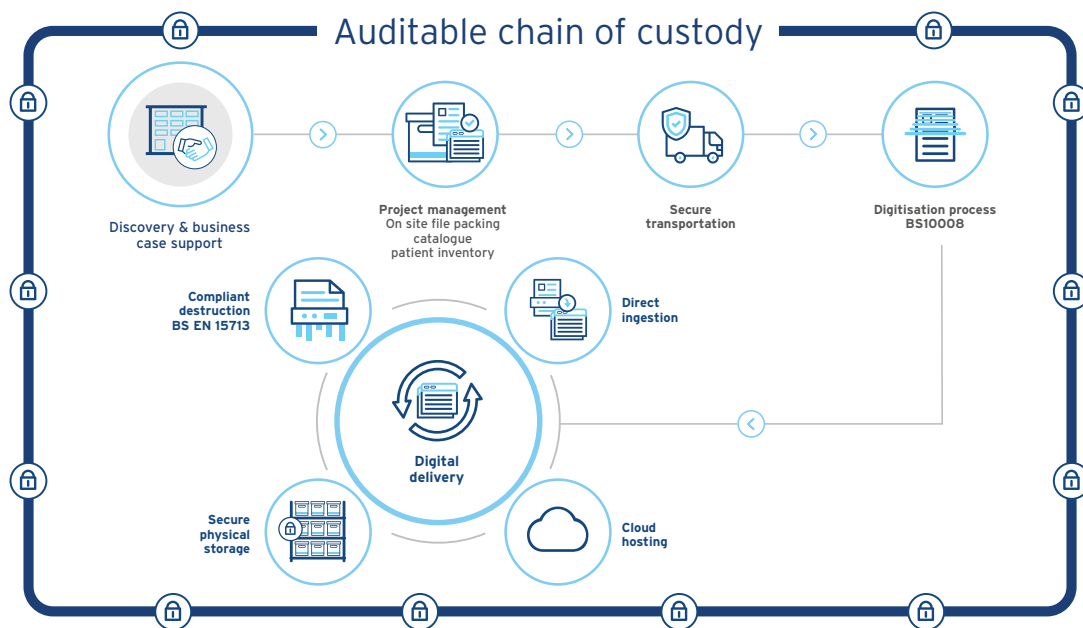
390m

The number of scanned images we have generated in this programme

3.1m

The number of patients who have benefited from this work

We now offer a **fixed price per patient record** to provide skilled, vetted resources to manage the full uplift of records, digitise them and deliver them to leading file packing clinical system providers for upload.



08445 60 70 80 | ironmountain.com/uk

R.O.I. 1800 732 673 | N.I. 08445 60 70 80 | ironmountain.com/ie

About Iron Mountain

Iron Mountain Incorporated (NYSE: IRM), founded in 1951, is the global leader for storage and information management services. Trusted by more than 220,000 organisations around the world, and with a real estate network of more than 85 million square feet across more than 1,400 facilities in over 50 countries, Iron Mountain stores and protects billions of information assets, including critical business information, highly sensitive data, and cultural and historical artifacts. Providing solutions that include secure storage, information management, digital transformation, secure destruction, as well as data centres, art storage and logistics, and cloud services, Iron Mountain helps organisations to lower cost and risk, comply with regulations, recover from disaster, and enable a more digital way of working.

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