NHS
Bolton
NHS Foundation Trust

FREEDOM OF INFORMATION

REF: 2026-65
Subject: Print and Document Management

Dear Sir/Madam,

Thank you for your email dated **23/01/2026** where you requested information about **Print and Document Management.**

The information you requested is enclosed.

Question	Answer
1. During 2025, approximately how many paper documents created in clinical or administrative settings were later scanned or uploaded into the Trust's electronic patient record system?	This request is exempt under Section 12 of the FOI Act 2000. To collate this properly would take significant time across BI, IT and operational teams. The information requested is not held in one place, and cannot be pulled directly from the system, and is not available through the configuration tools we have access to. In several cases it would require Business Intelligence to write bespoke queries, technical teams to extract infrastructure data, and then manual validation across multiple systems. We estimate that the work required would exceed the FOI cost limit guidance, which for NHS organisations is 18 hours of work, as it would involve manual analysis and interpretation.
2. During 2025, what was the total number of pages printed by the Trust?	
3. How many printers or multifunction devices 4. MFDs) were in active use across the Trust during 2025?	
5. How many print- or scanning-related faults or failures were logged during 2025?	
6. Does the Trust maintain physical storage for legacy medical records, and if so, are those records primarily stored on Trust premises, or off-site with a third-party provider?	
7. During 2025, approximately how many outpatient or patient appointment communications were issued by post or hybrid mail?	
8. During the same period, how many missed or unattended appointments ("no-shows") were recorded?	

And how many of those no-shows were attributed to appointment communications not being received or acknowledged by the patient?	
If for any reasons these questions can't be answered, please I would be very grateful if can you instead advise on any similar metrics reported that could be shared instead?	

If you have any queries or concerns please do not hesitate to contact the Freedom of Information Department. It would be helpful to quote the above reference number in any future communication.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to The Chief Executive, Bolton NHS Foundation Trust, The Royal Bolton Hospital, Minerva Road, Farnworth, Bolton. BL4 0JR.

If you are not content with the outcome of your complaint you may apply directly to the Information Commissioner. Generally the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by Bolton NHS Foundation Trust. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

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Yours sincerely,

Information Governance Department

Bolton NHS Foundation Trust
01204 390861
FOI@boltonft.nhs.uk
Informatics Building | Opposite N Block | Royal Bolton Hospital

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transforming lives...for a better Bolton

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