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RH10 9BG

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21st October 2025
Internal Ref: 251004
Email:

Dear,

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

FOI Request

You asked us:

Question 1:

Are PATIENT NOTES*
in your trust: all paper, all electronic, or a mixture of both? *If patient notes are primarily electronic:*

When did the trust transition from paper to electronic?

What is the name of the electronic patient record platform used?

If patient notes are primarily paper:

Are there plans to transition from paper to electronic? If yes, when?

* 'Patient notes' here refers to written documentation of clinical encounters with patients, completed by a healthcare professional.

Question 2:

Are DRUG CHARTS
in your trust all paper, all electronic, or a mixture of both?



*If drug charts are **primarily electronic**:*

When did the trust transition from paper to electronic?
What is the name of the electronic prescribing system used?

*If drug charts are **primarily paper**:*

Are there plans to transition from paper to electronic? If yes, when?

Question 3:

Are fax machines still used in any part of your trust? No/Yes

Formal Response

The Trust confirms it holds the information you have requested.

Question 1:

Are PATIENT NOTES*

in your trust: all paper, all electronic, or a mixture of both?

The Trust uses a combination of both electronic and paper record keeping
Primary record keeping is generally electronic, with paper retained as a fall back for business continuity purposes if/when required.

*If patient notes are **primarily electronic**:*

When did the trust transition from paper to electronic?

Contract for electronic patient reporting awarded September 2018, this was for the second ePCR, we originally moved to electronic in 2015, but rolled back for a system change

What is the name of the electronic patient record platform used?
Cleric Computer Service Ltd - ePCR

*If patient notes are **primarily paper**:*

Are there plans to transition from paper to electronic? If yes, when?

Generally, paper records are utilised for the purposes of business continuity requirements, as a tool for record keeping if/when electronic solutions may be unavailable.

Some records are only retained in paper format.



* 'Patient notes' here refers to written documentation of clinical encounters with patients, completed by a healthcare professional.

Question 2:

**Are DRUG CHARTS
in your trust all paper, all electronic, or a mixture of both?**

Both - medicines are recorded in the electronic patient clinical record (ePCR), or on a paper PCR form in the event of a system outage, or by our community responder volunteers.

*If drug charts are **primarily electronic**:*

When did the trust transition from paper to electronic?

2015

What is the name of the electronic prescribing system used?

Medicines used is documented on Cleric ePCR by operational staff in our 999 service.

Electronic FP10 prescriptions are sent via Cleric Electronic Prescribing System in our 111 Integrated Urgent Care Clinical Assessment Service (IUC CAS).

*If drug charts are **primarily paper**:*

Are there plans to transition from paper to electronic? If yes, when?

See above.

Question 3:

Are fax machines still used in any part of your trust?

No

Next steps

Please note you will be able to source a lot of information which is made available on our website.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate Governance, via the following email address:

FOI@secamb.nhs.uk

You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our



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original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer.

We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](#) (ICO). Complaints to the ICO should be made within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: www.ico.org.uk/foicomplaints.

Alternatively, the ICO's postal address is:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**



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