

Witness Name: Tim Wyman  
Statement No.: WITN3588001  
Exhibits: **WITN3588002**  
Dated:

## INFECTED BLOOD INQUIRY

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### WRITTEN STATEMENT OF TIM WYMAN

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I provide this statement in response to a request under Rule 9 of the Inquiry Rules 2006 dated 20 August 2019.

I, Tim Wyman, will say as follows: -

#### **Section 1. Introduction**

1. My name is Tim Wyman. My date of birth is GRO-C 1960 and my address is known to the Inquiry. I intend to speak about my work as a contractor for Frimley Park Hospital, which is part of the Frimley Health Trust ("**Frimley Health**") during 2015, specifically my involvement in the movement of medical records for Frimley Health between 2 offsite locations during 2015.
2. I own a company called Storage Aspects Limited. My company specialises in providing medical records shelving and storage systems, as well as the movement of medical records.

3. Medical records storage and transport is only one aspect of our business. In addition to medical records storage, we supply a wide range of other storage equipment to other markets, including other products required in hospital and health centre environments. We currently work with, and have in the past worked with, a number of other NHS trusts.
4. The company operates from Witham. I mostly work from home. We do not have any premises as we do not need them. We ship all over the world and we deal with very large companies.
5. I do not engage employees. My staff are sub-contractors who are engaged as and when required. They often work full-time for us and we also provide them with training.
6. There is not really any formal training for what we do, and as such I have not completed any formal training in relation to the business which we conduct. I have been in the industry for over 30 years and my colleagues have a lot of experience.
7. Storage Aspects Limited still performs work for Frimley Health and other NHS trusts. We work with Frimley Health on an ongoing monthly basis. We look after their storage systems and shelving systems. However, we no longer handle any medical records for the trust, as this service is currently not required. An example of some of the work we would do for Frimley Health now would be if there was a shelf that was bent or something like that.
8. During 2015, the work we were involved in was the transfer of Frimley Health medical records that were stored at an offsite location in Chertsey called 'Ten Acre Farm' to the Albany Park Industrial Estate (**'Albany Park'**). This work was carried out between the months of July and August 2015.

## **Section 2. My work with Frimley Health**

9. From my experience working with medical records storage, I have some knowledge of how the trusts (including Frimley Health) treat medical records.
10. To the best of my knowledge, the way they work is that if a patient is over 18 and has no medical issues (including cancer), once they are discharged their records will be kept in the hospital's active library for 1-2 years. Once this time period expires, the records are then transferred to the hospital's deep store, where they are retained until they can be destroyed as per NHS policies. The active library is usually located within the hospital, and I know that Frimley Park Hospital's active library was located in the hospital.
11. As far as I am aware, pre-2015, Frimley Health's deep store was located offsite at Ten Acre Farm in Chertsey. The address for this location is Stonehill Road, Chertsey, KT16 0AG. The investigator showed me an Aerial view map of the location and I have marked where Ten Acre Farm is located. The map image is labelled Exhibit **WITN3588002**.
12. At the time that we commenced our job for them in 2015, the deep store was located here. The deep store medical records had been stored at this location for many years. The site is located approximately 8 miles from the Frimley Park Hospital.
13. I understand that Frimley Health decided to have their deep store offsite as there was not enough space in the hospital to accommodate all the stored records. My experience of working with the trusts is that they all take this approach, as there is not enough space for the storage of medical records for thousands of people, especially for the hospitals located in London.
14. On the site, Frimley Health rented 3 storage units. The units stored Frimley Health's deep store medical records, as well as other trust paperwork.

15. The storage units were unheated, steel-clad industrial buildings with mezzanine floors. The boxes of documents were stored on racks. They had lighting (they also had skylights) and were filled with boxes of documents stored 3 deep, 3 high. There were tens and thousands of boxes stored in the units.
16. None of the storage units resembled a completely open Dutch style barn with no sides.
17. All of the storage units onsite at Ten Acre Farm were owned by a company called CDC, who rented the premises out for 3<sup>rd</sup> party storage.
18. The way it worked was that Frimley Health paid CDC a storage charge, a kind of monthly rent, for every box stored in the units, and every time Frimley Health wanted to remove a box of records from the premises for some reason (for example to inspect it/for their use) they would pay CDC a fee. I am not aware of the amount of rent paid by Frimley Health to CDC. This was not part of my companies remit.
19. There were other units on the premises that were rented to other companies.
20. There was also a portable office onsite that CDC were based in as part of their operation. I think they also stored files for other clients there.
21. The security system of the units was as follows; When we arrived at Ten Acre Farm we would inform CDC staff at the office that we were there and that we needed to access Frimley Health's units. They had the keys to the units so they would open up the units for us and when we finished up they would return to lock the units.
22. As I mentioned, there were other units within the premises which were let to other companies. There were also security gates at the front of the premises which you needed a code to get through.

23. There was what we called an exploratory period where my team attended the Ten Acre site with some of the Frimley Health staff before the job started. There were 3 people running the operation at Ten Acre Farm. I remember that the attendees from Frimley Health were; the deputy records manager from Frimley Park Hospital and his assistant, plus one other, whose name I have forgotten.
24. We did this kind of operation for numerous other trusts, and they were as professional as any of the employees of other trusts that I have met. They were very thorough, very respectful, and they knew what they were doing.
25. When we attended the site to carry out the exploration phase, we quoted Frimley Health for the job and supplied the paper work. They had people onsite at Ten Acre Farm supervising the boxes.
26. In 2015, Frimley Health acquired 2 storage units in the Albany Park Industrial Estate, located in Frimley. The address for this location was Frimley Hospital, Unit 2, Albany Park Industrial Estate, Frimley, GU16 7QQ.
27. The plan, and the job that we were retained to do, was to transfer all of the boxes from Ten Acre Farm to Albany Park. The boxes would be placed in high level racks at Albany Park which we would install in the storage units for long-term storage.
28. My understanding is that the transfer of the boxes from Ten Acre Farm to Albany Park was a cost saving exercise. Albany Park was located closer to Frimley Park Hospital. It was within a mile from the hospital and their library was on the other side of the road. It was also a longer lease (for about 4-5 years).
29. There were 2 storage units which Frimley Health used at Albany Park. These were known as unit 2 and 5. The investigator showed me an aerial view map of the Albany Park location (Exhibit **WITN3588002**) and I have marked units 2 and 5 on the map.

30. Unit 2 was to be the deep store archive, where all of the deep store boxes of documents from Ten Acre Farm were to be transferred. Unit 5 was to be the records library. The active library which was located in Frimley Park Hospital was to be transferred to unit 5.
31. My company was involved in the transfer of the deep store documents from Ten Acre Farm to unit 2 at Albany Park.
32. There was also a portacabin and manager's office onsite at Albany Park, which was used by the Frimley Health employees that were onsite.
33. Albany Park was high security. There were secure door locks and an alarm.
34. As I mentioned previously, we started the job in July 2015 and completed the move in August 2015. We had 4 staff plus a lorry driver. Our job was to install racking into the storage units at Albany Park and fit them out. Our staff would also load the boxes into the lorry at Ten Acre Farm, unload them at Albany Park and then place them into unit 2 at Albany Park. We would go back and forth between each location transporting the boxes.
35. Our transfer of the boxes was supervised by Frimley Health staff at Ten Acre Farm, who showed us how to get the boxes out of the system. We would then load the boxes onto pallets, my staff would shrink wrap the boxes, put them onto the lorry and transport them to Albany Park.
36. At Albany Park the boxes were unloaded then passed on to Frimley Health staff who scanned the files in the boxes into their system to record the transfer from Ten Acre Farm to Albany Park.
37. They had about 4 or 5 staff onsite at Albany Park who would remove the shrink wrap from the boxes and scan in the contents of the box, and then the box itself. We helped the Frimley Health staff to place the boxes on to the racking at Albany Park.

38. Frimley Health had a patient records system, so all of the medical records were in their computer system. This computer system showed where all of their records were located. They knew all of the files that were located at the farm. They went by box number, so a particular file would be located in a particular barcoded or numbered box. There were barcodes on each of the files and also on the boxes. In my experience, this followed standard NHS procedure.
39. Because of this system, the barcodes were already on the files and the boxes at Ten Acre Farm, so the boxes were not scanned in at Ten Acre Farm. When the boxes arrived at Albany Park, Frimley Health staff scanned them into their system. It was simply a transfer of the boxes from one location to the other, but which enabled the hospital to know where the individual records were.
40. My company was never involved in the scanning in of the boxes at Albany Park. This was done by Frimley Health staff.
41. None of the boxes were ever left on the lorry overnight or unsecured. All of the boxes from Ten Acre Farm were cleared and transported to unit 2 at Albany Park, and I am assuming that Frimley Health staff scanned in all of the boxes at unit 2.
42. As I mentioned previously, my company was never involved in the scanning in of the boxes or the legitimate shredding or destruction of expired medical records as per NHS policies at Albany Park. This was done by Frimley Health. As I mentioned previously, Frimley Health staff scanned in the boxes at Albany Park.
43. I am not sure who would have carried out the shredding or destruction of the expired medical records. I assume that Frimley Health would have a contract with a company that would take the records offsite to shred them. We do this work, but as I have already mentioned, we did not do it on this occasion.

44. I can confirm that 100 per cent of the boxes at Ten Acre Farm were transferred to unit 2 at Albany Park. During the moving process, we were never involved in the destruction of any of the boxes, and I did not witness any of the boxes being destroyed. We would have transferred tens of thousands of boxes.
45. During the period that my company was involved in the movement of the boxes to Albany Park, I never witnessed any boxes being thrown into a skip to be destroyed at either Ten Acre Farm or Albany Park.
46. In any event, the destruction of the boxes in this way is not logical. It doesn't make sense to put a box into a skip for destruction as you would then have to take it out again to destroy it. If you were going to destroy the boxes, you would put them onto a roll cage or pallet so that they could be shredded onsite. It would make more sense to put empty boxes that are condensing boxes into a skip to be thrown away.
47. Everybody in this industry knows that you do not throw anything away. For example, if we are servicing medical records at Frimley Health or any other trust and a paper falls out of a file, we would pick it up and give it to someone in charge from Frimley Health. We would never destroy it.
48. Whether or not Frimley Health instructed CDC to destroy the boxes, I don't know. All I can confirm is that myself and my company were not involved in the destruction of any records and I did not witness the destruction of any records.
49. I would be very surprised if there was random destruction of any medical records during the move. If anyone from my team was involved in this it would have been flagged up, as anyone involved in handling medical records knows that this is a 'no-no'.
50. As I mentioned previously, I work with numerous other NHS trusts. We currently look after around 10-12 trusts and they all run the same operation as Frimley Health regarding the storage of their medical records. We would comment to the medical records manager if



something was amiss. They are all very disciplined in their processes as they should be.

51. I am aware that in the last few years, medical records contained in unit 2 at Albany Park have been destroyed as per correct NHS policy because their legitimate destruction dates were approaching. The records they were scanning in at Albany Park were all going to expire in around 4-5 years. My company was not involved in this destruction of the expired records.

52. I am aware that in August 2019 they completed the destruction of the boxes that could legitimately be destroyed, and unit 2 at Albany Park is now empty. They have cleared the racking out of unit 2 so that it can be returned to the landlord. I believe that it would have been handed back to the landlord in September 2019.

53. That was always part of the plan, as a lot of the records were going to expire in around 4-5 years which was when the lease would come to an end. The documents that were not destroyed were moved to unit 5.

### **Section 3. Other matters**

54. I have nothing further I would like to add at this time.

### **Statement of Truth**

I believe that the facts stated in this witness statement are true.

Signed GRO-C  
Dated 50/6/20