



Department
of Health

POC5 873078

From Dr Dan Poulter MP
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Mr J Pollard
Senior Coroner
Coroner's Court
1 Mount Tabor Street
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10 JUL 2014

Dear Mr Pollard

Thank you for your further email of 12th June 2014 in response to our reply of 11th June 2014 about the Regulation 28 report into the death of Audrey Lily Kelly.

In your email you requested that I contact you again when Stockport Clinical Commissioning Group (CCG) had completed the further investigations that were outlined in my original response as follows:

Stockport CCG are currently investigating this matter further, specifically regarding the attempted access to the record at the time. Although their technical audit of the Stockport Health Record (SHR) showed no attempted access during the relevant times, this could be explained by a break in connection between the SHR and Mastercall's clinical system. The CCG are working with suppliers to attempt to understand exactly the root cause and whether it was a human or system error.

The CCG have also written to Mastercall to arrange a meeting to understand the issues more fully, and improve processes for the reporting of issues relating to the SHR.

My officials have now been in touch with Stockport CCG about your further request.

I can confirm that Stockport CCG has now undertaken further investigations involving the GP out of hours provider Mastercall, to ascertain exactly why access to the shared patient record for Audrey Kelly failed.

Mastercall report that the nurse who had been unable to access the system was a new member of staff and had not yet been provided with an NHS smartcard. As a result, she was unable to access a shared Stockport Health Record. The nurse however continued with the diagnosis by asking for medical history.

Mastercall have confirmed that all relevant members of staff now have an NHS Smartcard. In addition, Mastercall have confirmed that their mobile practitioners, who carry out home visits, do not have access to patient records from their mobile 'Toughbook' computing devices. Hence, when the GP visited the patient's home, the GP also did not have access to the health record and the information it contained regarding allergies.

Stockport CCG is already engaged in continual improvement work in this area. However, as a result of this investigation, the CCG is also planning the following measures:

- to seek formal assurance from Mastercall about processes for new starters and contingency plans for when practitioners do not have Smartcards.
- to work with Mastercall to map and analyse processes and systems in place for accessing shared records. This should enable the CCG to identify and mitigate any further risks.
- to work with Mastercall to ensure that it has fit for purpose mobile solutions in the future, with access to the right information at the point of care. This will be managed as part of a project improvement plan reporting through the CCG's governance structure.

I hope that this further response is helpful and once again I am grateful to you for bringing the circumstances of Mrs Kelly's death to my attention.

Best wishes,


DR DAN POULTER