

Thanks  
JG  
28/11

Avon and Wiltshire **NHS**  
Mental Health Partnership NHS Trust

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6 November 2013

Dear Mr Moore

I am writing in response to the Regulation 28 report that you issued following the inquest held into the death of Felix Cembrowicz deceased. Thank you for drawing your concerns formally to my attention and providing me with the opportunity to update you on the changes that we have made.

#### Data Migration

I think it is helpful to set out our approach to the migration of data you refer to. Our electronic records system (RiO) was introduced in May 2011 and Felix Cembrowicz's records were included in the 'active cohort' of records that were migrated from our old system (MHIS) to RiO. The active cohort for migration was defined as:

"clients who have had activity with phase three/four care options in the current financial year, the previous financial year and the six months prior to that (01/10/2009)".

Mr Cembrowicz had two referrals made in February 2011, which were discharged, but as you can see from the criteria above, he was clearly in the 'active cohort'.

The migration of activity only (which did not include documents) from MHIS into RiO was in accordance with the nationally agreed standards as agreed by the National Programme for IT and Mr Cembrowicz's activity was migrated from MHIS into RiO.

The Trust decided to migrate specific documents from MHIS to RiO. Team members were explicitly instructed to identify documents to be uploaded to RiO (guidance was provided within the Rio data migration strategy) and were instructed to place these documents in a 'RiO documents for transfer folder' within MHIS. The migration team then uploaded these documents into the RiO clinical correspondence module.

Only one document, 'AWP Initial Assessment', was identified by the team for Mr Cembrowicz, which was migrated across on 21 February 2011. Therefore, the relapse management plan was not in RiO, because the team had not saved it in the folder for migration into RiO.

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The information was available within MHIS, which staff still had access to at the time, and in the paper record, which was located in the office where Mr Cembrowicz's care was being co-ordinated from.

## Quality Improvements

In response to your concerns, we have taken the following steps:

- When patients are re-referred it must be established if they have **historic** plans such as relapse management plans, and an additional check should be undertaken in the RiO clinical documents to establish if they have been migrated across.
- Additionally, searches of both the historic electronic (MHIS) and paper records should be undertaken to see if any of the following documents, as per the RiO data migration strategy exist for the previous 24 months from the date of referral and, if so, they should be copied across. The documents are:
  - Current CPA documents:
    - Core assessment
    - Risk assessment
    - Care plan
    - Latest review
    - Acute CPA review
  - Specialist assessments:
    - Psychology, OT and other therapy assessments
  - Other documents:
    - Any comprehensive summaries
    - Consultant letters
    - Referral letter
    - Mental Health Act reports (including tribunal reports)

This requirement is included in the current initial assessment/admission process.

We are using our supervision processes with staff to communicate these new requirements as well as updating our RiO and information governance training packages. We also see the inclusion of this information in the RiO record as a clinical and quality indicator and plan to audit the implementation of this change through our records audit plan.

I do hope that this letter reassures you that we have responded appropriately to your concerns, however, if you would like any further information then please let me know.

Yours sincerely



Iain Tulley  
Chief Executive

