

Chief Executive's Office:  
0121 507 4847

13 June 2016

Your ref: [REDACTED]

**PRIVATE & CONFIDENTIAL**

Mrs Louise Hunt  
H.M. Coroner  
Birmingham and Solihull Areas  
Coroner's Court  
50 Newton Street  
Birmingham  
B4 6NE

15 JUN 2016

Dear Mrs Hunt

**Re: Report to Prevent Future Deaths – Leslie William Carswell**

I am in receipt of your Report to Prevent Future Deaths in respect of Leslie William Carswell dated 20 April 2016, and in line with your requirements am responding within the 56 days allowed.

As a Trust we have taken action to address the matter of concern you have highlighted in your letter, namely technical difficulties transmitting CT scans to the Queen Elizabeth Hospital as per the protocol for the West Midlands.

I have outlined below the actions that we have already initiated within the Trust:

1. Procedure – the Image Exchange Portal (IEP) Standard Operating Procedure was updated to clarify how images are transmitted, including contingencies for out of hours and / or if there is a technical fault. The updated procedure includes changes to documentation requirements for audit trail purposes. This updated documentation procedure went live on 3 June 2016. System based audit trails are being looked into.
2. System configuration – all three SWBH CT scanners can send images directly to UHB. One of the CT scanners at Sandwell Hospital can send to Birmingham Children's Hospital. Work to ensure all SWBH CT scanners are configured to send images to Heartlands and Birmingham Children's Hospital is in progress. Configuration to the Children's Hospital is scheduled for completion by mid-June. A request for configuration work was submitted to IT colleagues at Heartlands in May 2016 and once approved it will take approximately two weeks to allow for firewall configuration and testing. These configurations will be a fixed point in our Managed Equipment Service specification.



3. Training - all radiographers (seventy members of staff who work various shift patterns) are being trained in IEP and Image Link, with a documented process for competency sign-off. Training commenced in June 2016 with a planned completion by the end of September 2016.
4. Audit / monitoring – A weekly data report from the CRIS system has been set up to monitor image transfers performed out of hours, which is reviewed by the Group's management team. A second data report from the IEP system gives an independent result for cross-checking against the CRIS system report. These monitoring reports will identify the member of staff who transferred the images, the destination, the time, the modality type and a summary of the patient details.

I hope that I have offered assurance that we have taken the points you raised seriously and have implemented actions to prevent re-occurrence.

However, if you have any further questions, please do not hesitate to contact [REDACTED] Assistant Director of Governance on [REDACTED]

Yours sincerely



**Toby Lewis**  
**Chief Executive**

