

Our ref. [REDACTED]  
Your ref. AB/HC/02191-2015

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8 August 2016

Dear Mr Bridgman,

**Re: Geoffrey ELLIS (Deceased)**

Thank you for your letter, of 19 July 2016, concerning the inquest of the above named patient. As always, I am grateful to you for highlighting your concerns on the Regulation 28 'Report to prevent future deaths' and for providing me with an opportunity to respond.

Your concerns are as follows:

- 1) Illegible clinical records and / or a failure to complete important documents, creates a serious risk of a breakdown in communication and misinformation within a patients' care pathway.**

The Trust is currently in the process of installing an electronic patient record system (EPR); this is a computerised version of the entire healthcare record. Instead of hospital staff using a mixture of paper and electronic records, information will be available to them online in one place. We already use a variety of electronic systems to help staff look after our patients but the EPR will bring all this information about our patients together into one system for better and safer care.

The Trust's electronic patient record system is being supplied by InterSystems, a global software company and the system is called 'TrakCare'. InterSystems supply EPR systems to 463 hospitals in 25 countries worldwide.

This system will improve patient safety and outcomes by standardising pathways underpinned by best practice, resulting in an informed workforce supported by comprehensive patient information at their fingertips. It will remove issues relating to the illegibility of written records and will also assist with the completion of important documents, as the system will employ a 'force function', meaning the record cannot be left incomplete. The roll out for the system will be completed in 2017.

In the meantime we will continue to endeavour to improve written records and communication by undertaking monthly 'live' spot audits, of 30 records per audit, relating to inpatients on our wards.

I hope that this response answers your concerns and provides you with the assurance that the Trust is committed to improving the quality of care we give to all our patients. Please do not hesitate to contact me if you have any further questions regarding this matter.

Yours sincerely,

  
Ann Barnes  
Chief Executive

**Your Health. Our Priority.**