



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

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St Asaph Business Park
St Asaph
Denbighshire
LL17 0JG

Mr John Gittins
HM Senior Coroner for North Wales (East
and Central)
County Hall
Wynnstay Road
Ruthin
Denbighshire
LL15 1YN

Ein cyf / Our ref: EM/dw

Eich cyf / Your ref:

☎: 01248 385139

Gofynnwch am / Ask for: [REDACTED]

E-bost / Email: [REDACTED]

Dyddiad / Date: 3rd May 2017

Dear Mr Gittins

Re: System and Protocol for Dissemination of Histology Results

I write in response to the Regulation 28 of 10th February 2017 highlighting the concern that there is no reliable system or protocol for the dissemination of histology results to the named Consultant for a patient.

As a result of cases where failure to act on findings caused delays in patient treatment a series of meetings were arranged to review current practice and establish consistent and robust systems for disseminating results following examinations and tests. Work was undertaken to develop BCUHB Procedure MD23 'Procedure to mitigate the risks due to failure to act on diagnostic results' based on NPSA 16 guidance. This procedure was approved at the end of 2016 and a copy is in the action plan.

It is the ultimate responsibility of the health professional ordering the investigation to follow up the results and to act on them. This has been facilitated by the histology reports being sent to the requesting clinician and not the clinical location of the procedure. However paper histology reports may not reach their intended destination and for this reason all histology reports are also made available to the named Consultant on the Welsh Clinical Portal (WCP).

To strengthen this process an electronic reporting system with a function to alert the requesting clinician when histology reports are authorised for viewing needs to be made available. Work has begun to develop the CHAI Ping app to provide the solution to the current gap in the WCP of 'notification' that a result is available and 'authorise and recording of action taken'. This would work with the WCP to enable the organisation to improve assurance and stop printing reports for the results in scope i.e. those available to view in the WCP.

The Health Board accepts that the current procedure for the dissemination of histology results can be improved. I hope this letter and action plan offers the required level of assurance that we are focused on taking action to address the issues raised in your letter. Please let me know if you would like further detail on any of the areas within my response.

Yours sincerely

A handwritten signature in black ink, appearing to be 'EM', written in a cursive style.

Evan Moore
Cyfarwyddwr Meddygol Gweithredol a Dirprwy Brif Weithredwr
Executive Medical Director and Deputy Chief Executive

Enc: Action Plan