



Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Ein cyf/Our ref: CEO
Gofynnwch am/Please ask for: PA to Chief Executive
Rhif Ffôn /Telephone: 01267 239581
Ffacs/Facsimile: 01267 239579
E-bost/E-mail:
Dyddiad/Date: 20 October 2017

Swyddfeydd Corfforaethol, Adeilad Ystwyth
Hafan Derwen, Parc Dewi Sant, Heol Ffynnon Job
Caerfyrddin, Sir Gaerfyrddin, SA31 3BB

Corporate Offices, Ystwyth Building
Hafan Derwen, St Davids Park, Job's Well Road,
Carmarthen, Carmarthenshire, SA31 3BB

Mr Andrew R Barkley
HM Senior Coroner
South Wales Central Area
Rock Grounds
First Floor
ABERDARE
CF44 7AE

Dear Mr Barkley

Touching upon the death of the late Percy JACKS - Your Ref: ARB/SLR/9971

Further to the Regulation 28 Report to prevent future deaths issued following the Inquest into the death of Mr Jacks held on 7th July 2017, the Health Board has now had an opportunity to investigate the matters of concern that you have raised and would respond as follows:

The process of managing potential DVT patients has been streamlined and a definite pathway introduced. All GP referrals which suspected DVTs are referred direct to the Hospital's Radiology Department as per the attached protocol. It is incumbent on the GPs to commence therapy prior to an ultrasound scan being undertaken. Following their scan, if the result is positive, the patient is referred back to the A & E Department where they are reviewed by the on-call Physicians. There is a pre-printed letter that is completed by the on-call physicians to the GP with recommendations and this is also copied to the Anticoagulation Clinic. If the result of the scan is negative, the patient is referred back to their GP for further evaluation.

The Assistant Director for Informatics for the Health Board has undertaken a thorough investigation into the discharge summary for the deceased being incorrectly addressed following his attendance at the A & E Department at Bronllais General Hospital on 6th February 2017. Mr Jacks had been referred by his GP in Rhayader (newly registered from Hereford). His casualty card via Myrddin shows the GP to be in Rhayader but the discharge summary apparently defaulted to his Hereford GP so his treating GP in Rhayader did not receive a copy.

Swyddfeydd Corfforaethol, Adeilad Ystwyth,
Hafan Derwen, Parc Dewi Sant, Heol Ffynnon Job,
Caerfyrddin, Sir Gaerfyrddin, SA31 3BB

Corporate Offices, Ystwyth Building,
Hafan Derwen, St Davids Park, Job's Well Road,
Carmarthen, Carmarthenshire, SA31 3BB

Cadeirydd / Chair
Mrs Bernardine Rees OBE

Prif Weithredwr/Chief Executive
Mr Steve Moore

Bwrdd Iechyd Prifysgol Hywel Dda yw enw gwlethredol Bwrdd Iechyd Lleol Prifysgol Hywel Dda
Hywel Dda University Health Board is the operational name of Hywel Dda University Local Health Board

Mae Bwrdd Iechyd Prifysgol Hywel Dda yn amgylchedd di-fwg Hywel Dda University Health Board operates a smoke free environment

The feedback from the information available to the Informatics team via Myrddin and various national systems is as follows.

It has not been possible to confirm who this patient's registered GP on Myrddin was at the time of the A&E attendance. However, it has been confirmed that later that day the record looks as if it has been validated and the GP record amended to show the Hereford GP as per Welsh Demographic Service (the validation is normally undertaken when the record is shown as having an Unknown GP assigned – but the comment regarding the casualty card having the Rhayader GP is then contradictory).

The Welsh Demographic Service shows that the patient was not registered with the Rhayader GP until 8th February 2017 (2 days after the attendance in A & E).

In summary it seems that the patient's GP at time of entry to A & E was not valid. Mr Jack's former GP had left the practice but the actual Practice was open. This is what has triggered the validation. Therefore A & E staff should have updated these details to ensure the information was accurate with the record.

All Primary and Secondary Care Doctors have access to the Welsh Clinical Portal. This allows them to access test, radiology and documentation for a patient wherever the patient receives cares in Wales, regardless of geographical or organisational boundaries. See attached printout from the NHS Wales Informatics Service website which provides further information. Mr Jacks' GP would have had access to this and would have been able to review the outcome of his attendance at the A & E Department at Bronglais General Hospital on 6 February 2017.

If a patient attends Accident and Emergency who is a resident in a care home, there is a specific proforma which is completed on discharge. A copy of the completed proforma is given to the patient/carers to provide a summary of the care/treatment/medication received to allow any treating health professional to have access to an immediate history as required.

If you require any further information, please do not hesitate to contact me

Yours sincerely



Steve Moore
Chief Executive