

Bexley Medical Group

Practice Code: G83053

King Harold's Way Surgery 171 King Harold's Way Bexleyheath Kent DA7 5RF Tel: 020 8303 1127	Hurst Place Surgery 294a Hurst Road Bexley Kent DA5 3LH Tel: 020 8300 2826	Erith Health Centre 50 Pier Road Erith Kent DA8 1RQ Tel: 01322 334237
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Our ref: SM/ps

14th August 2019

Coroner's Report
Response by Bexley Medical Group

Mr Barlow,
Assistant coroner,
Inner South London

Dear Mr Barlow,

Re: Feni Lee

Thank you for your report, which we received on 5th July 2019. The practice has discussed your findings at two separate clinical meetings. First, on 26th June 2019 at our main site, King Harold's Way, with our clinicians in attendance. Second, on 5th July 2019 with Sharon Herbert (Erith Health Centre manager), [REDACTED], at the branch surgery, Erith Health Centre.

The practice has agreed the following action plan:

1. Medication reviews

We have started implementing our plan to carry out medication reviews in all patients, who have not had a review for over 12 months. Our new software EMIS, which was installed in June 2018, is able to support searches of any outstanding medication review.

We have reviewed over 86% of patients taking four or more drugs, and 63% of patients taking one to three drugs.

All clinicians have been instructed to undertake medication reviews opportunistically and they are prompted to do so on a daily basis by our management team. In particular, patients on Colchicine and Azathioprine have been contacted for an urgent medication review. A recent search shows that we have two patients on Colchicine and they have both been contacted. We also have 27 patients on Azathioprine, who are monitored by administration staff using EMIS searches and a recall system is now in place.

2. Discussion with neighbouring practice regarding correspondence letters and mail

Bexley Medical Group has discussed the report with our neighbouring practice Riverside Medical Practice. They are aware of our concerns about passing on any hospital correspondence regarding our patients. They have agreed to send letters via email as well passing them in person.

We also discussed the issues with actioning letters and we will ensure that all correspondence is work flowed to the GPs to ensure proper audit trail and accountability.

3. To enhance and strengthen communication between Surgery and Hospital Secretaries.

Our administrators and receptionists will contact patients with mental health problems, who do not attend hospital outpatient appointment to establish the reasons and support them in keeping up with their appointments.

Kind regards,

Bexley Medical Group