

Whiston Hospital  
Warrington Road  
Prescot  
Merseyside  
L35 5DR

28 April 2021

André Rebello OBE  
Senior Coroner Liverpool and Wirral Area  
HM Coroner's Court  
Gerard Majella Courthouse  
Boundary Street  
Liverpool  
L5 2QD

Dear Mr Rebello

**Regulation 28 report issued at the inquest into the death of Helen Margaret McLean**

I write in relation to the above inquest, following which you issued a Regulation 28 report on 03 March 2021.

Thank you for bringing the concerns identified to our attention. I would like to take this opportunity to provide assurance to both you and Helen McLean's family that the Trust takes the concerns raised very seriously and actions have been taken to address these as detailed below. I would like to offer my sincere condolences to Mrs McLean's family for their loss.

The Trust has investigated the concerns raised, including a detailed analysis of the IT systems and in-depth discussions with the Trust's clinical staff, IT specialists and the IT suppliers. The investigation identified the following issues.

There were two separate but connected IT systems involved:

- Careflow Electronic Patient Record (EPR), which is the main system used by our clinical teams, for example, to record clinical interactions with patients, order tests and review the results of clinical investigations
- Integrated Care Environment (ICE), which is used to create the discharge summaries. Patient demographic details, inclusive of GP practice name and address are fed from the NHS national spine database via Careflow EPR into the ICE system

It was possible to create discharge summaries from both systems. Our extensive investigation identified that there were specific instances when the way in which the two systems interacted resulted in a failure to attach the full GP address. This prevented the transfer of the letter electronically to the GP, even though the correct GP address was in EPR. A technical solution has been implemented to remove this error, which will prevent this happening again. We have completed comprehensive checks that have confirmed that all new discharge summaries contain the relevant GP details.

We have checked all other patients and have issued a copy of the discharge summary to the GP for anyone affected. In addition, we have made the relevant IT suppliers aware of these findings in order that they can take the appropriate actions.

I trust that this response provides assurance that lessons have been learned and improvements implemented.

Please do not hesitate to contact me if you require any further information.

Yours sincerely



Chief Executive