



Birmingham and Solihull
Clinical Commissioning Group

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9th February 2021

Ms E Brown
Area Coroner for Birmingham and Solihull
Coroner's Court
50 Newton Street
Birmingham
B4 6NE

Dear Ms Brown

Re Report to Prevent Future Deaths – Pardeep Plahe

Thank you for your e mail of 4th January 2021 with enclosed Regulation 28 Report to Prevent Future Deaths.

I have made enquiries into the issues raised and can respond as follows.

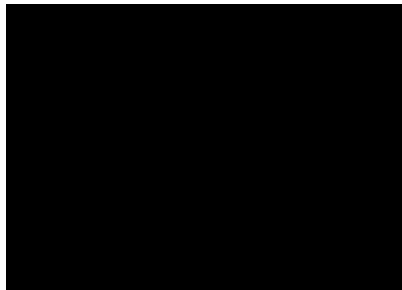
I understand that the issue of appointments not refreshing was raised as a concern by a number of GP practices. EMIS investigated and identified that this was due to the page(s) not refreshing if certain firewall ports were not opened or users were working remotely through a VPN (virtual private network) connection. The CCG's IT Team were made aware of the problem around the time this incident occurred, and worked with EMIS and the GP practices to find a cause for the problem and a solution. Guidance was issued following the cause of the problem being identified.

The most recent position has been checked by the CCG's IT Team in light of your report, and I am advised that with the upgrade to Windows 10 there have a number of reports to EMIS of this problem reoccurring. In response to this information, the CCG has sent a communication to all GP practices highlighting potential problems and providing information on how this can be resolved, as well as providing them with contact details for the IT support service so that they can access assistance on resolving any ongoing problems. In addition, EMIS issued a safety advisory notice on 3rd February to alert practices to the need to identify and address this issue.

The CCG IT Team will continue to monitor the situation and work with both EMIS and the GP practices to identify and address any further problems.

I hope these actions go some way to alleviating your concerns, but if you require any further information please do not hesitate to contact me.

Yours sincerely



Chief Executive Officer