
**THE CROFT SHIFA HEALTH CENTRE
BELFIELD ROAD, ROCHDALE, LANCS. OL16 2UP**

Ms McKenna
HM Coroners' Court
2nd Floor
Newgate House
Newgate
Rochdale
OL16 1AT

23/02/2022

Re: Regulation 28 report

Dear Ms McKenna

With reference to the above and your concerns regarding patient documentation workflow within the practice.

We conducted a practice meeting including GP's as well as all administration staff on 20/01/22. Staff were informed regarding the events of the lead up to the passing of Sameena Javed and your concerns regarding the management of patient DNA and Home Visit notifications and how they are currently processed at the practice.

The existing records management policy was discussed, and the following changes were agreed:

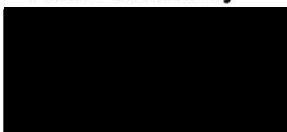
All DNA and Bardoc visit notifications received, whether by normal post/Docman/e-mail, to have date of receipt stamped and scanned if received as paper copy and forwarded to the addressed GP to be reviewed.

All documents received via Docman should be work flowed to the addressee, if the GP is on annual or sick leave then the documents should be sent to the GP on-call. All staff were directed that this policy is to be implemented immediately. The amended policy will be updated by the practice manager and replaced in the practice policy folder held in the administration office as well on the practice shared drive folder which is on all computers and to be included in the induction of new staff.

We hope that you will be satisfied that we have taken the advised and necessary course of action to ensure that there are no future cases of lapsed patient information and care being forwarded to GPs within our practice.

I apologies that I have not been able to forward the policy to you earlier. I have been away from work caring for my mother and then due to having Covid. Please accept my apologies.

Yours sincerely

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Practice Manager