

Miss Carly Henley
Assistant Coroner
Civic Centre
Barras Bridge
Newcastle upon Tyne
NE1 8QH

7th March 2023

Dear Miss Henley

Re: Rachelle Naomi ROSS [REDACTED]

Thank you for your letter of 21st February 2023. This is a very sad situation.

I am a GP by background ([REDACTED]) and was the first user of SystemOne (the product supplied by TPP) in 1999. I have been the clinical director of TPP for 18 years.

SystemOne has a built in report in support of the Quality Outcomes Framework that alerts GPs on the home screen (the screen that is first seen when a patient record is opened) when a patient is due a cervical smear. This is not dependent on the patient having had a cervical smear. The list of patients who are requiring a smear are also available in the reporting system as a list of patients ready for letters / reminders / SMS messages to be sent as the practice decides.

With regard to your specific point about an alert when a patient has not responded to an invitation by the National Screening Service - my understanding is that GPs are not informed of this, and there is no mechanism for this information to be sent directly into the electronic patient record. As a result that computer cannot alert the GP as it does not hold this information.

In summary - there is an automatic alert within the system when a patient is due a smear, irrespective of whether they have had one or not.

I firmly believe that information from all the NHS adult screening services should be sent automatically to the GP IT systems. Currently only the bowel screening service is sent in this way. All other screening services are sent via a paper note that may or may not be entered into the patient way in such a manner that can be computed. I would support any action you recommend to enhance the flow of information to the GP systems from the national screening services.

Yours sincerely

[REDACTED]