

Ms Emma Brown  
HM Coroner Birmingham and Solihull  
The Birmingham and Solihull Coroner's Court  
Steelhouse Lane  
Birmingham  
B4 6BJ

19<sup>th</sup> May 2023

Dear Ms Brown

Re: Regulation 28 report – Jai SINGH

Thank you for your email of 16<sup>th</sup> March 2023. I apologise for the delay in responding.

I have previously been a fulltime NHS GP, and for the last 19 years been the clinical director and principal clinical safety officer for TPP, a company based in Leeds that supplies the SystemOne product for use by the prison service (inter alia). The product has been in continuous usage for 24 years. There is only one version of SystemOne.

I am grateful that colleagues from NHS England were able to share [REDACTED]' report. His report details the way SystemOne is used in the prison service and usefully highlights the different areas of responsibility with regard to usage of electronic medical records and training.

SystemOne provides our users with many tools to support patient care – the creation of data entry templates, the development of decision support for particular circumstances, and the ability to produce alerts, reminders and warnings as data is entered. The decision to use these, and how they should be used is in the hands of the commissioner of the system. Professor Powis' report details how the system is used for mental health assessments.

I agree with your statement that systems used in mental health settings provide a rolling risk assessment document that clinicians are required to review and update at certain points in a patient's management. The SystemOne mental health module is used in a third of Mental Health Trusts in England and supports this functionality. This exact functionality is not available in SystemOne prisons (as it was not commissioned to deliver this<sup>1</sup>) but equivalent data entry and alerting can be created (as above) using the in-built Clinical Development Kit.

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<sup>1</sup> [REDACTED] makes reference to the fact that prison healthcare is commissioned under the principle of equivalence '... with that available within the wider community.'

From a system perspective I am confident that SystemOne is working correctly and in a safe manner.

Please let me know if you have further concerns.

Yours sincerely



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