

Figure 1

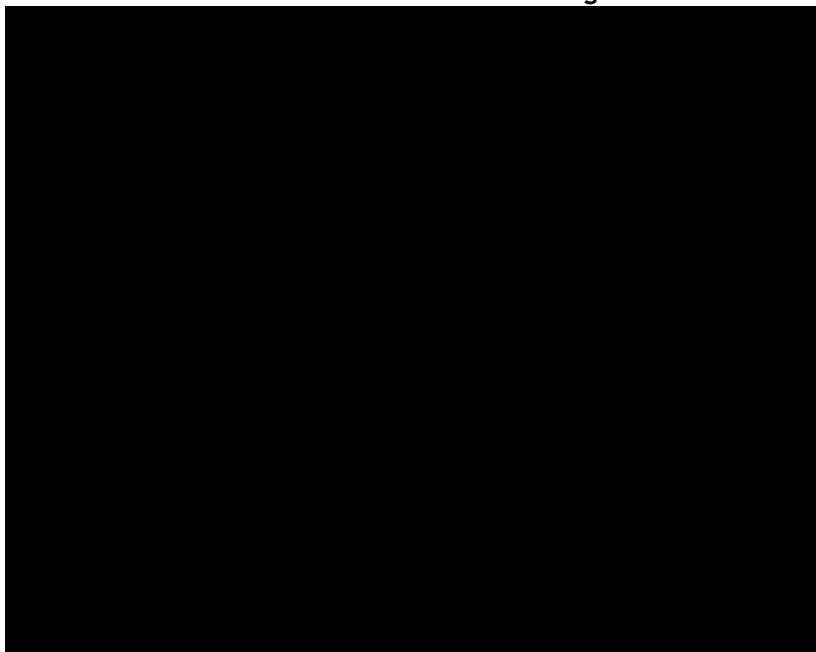
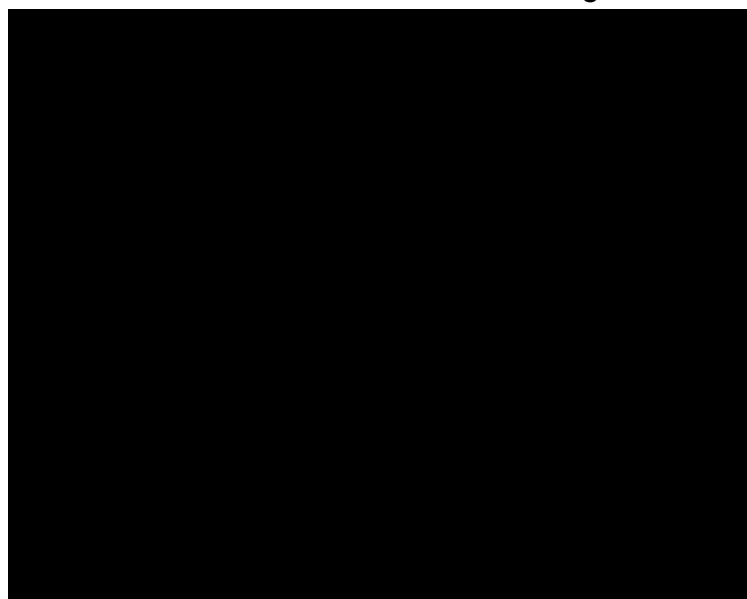


Figure 2



Once the result has been filed there are two ways to review the result in SystmOne. [REDACTED] was able to show me that one of the methods had created the opportunity for a busy GP to miss the abnormal result.

Figure 3 shows the table layout for reviewing results – where abnormal results are highlighted. There is no issue with this screen.

Figure 4 shows the full Pathology and Radiology inbox view that the GP used. Scroll bars are present in the system (contrary to what is detailed in the Regulation 28 Report) whenever the full information cannot be displayed in one screen. The behaviour that [REDACTED] highlighted was that if the GP clicked on one result (in the middle column) and used the scroll bar in the right column to look at results not visible, the scroll bar did not automatically reset to the top, if the next result was

then selected. A very busy GP might then miss an item at the top if the scroll bar position was at the bottom of the page.

Figure 3

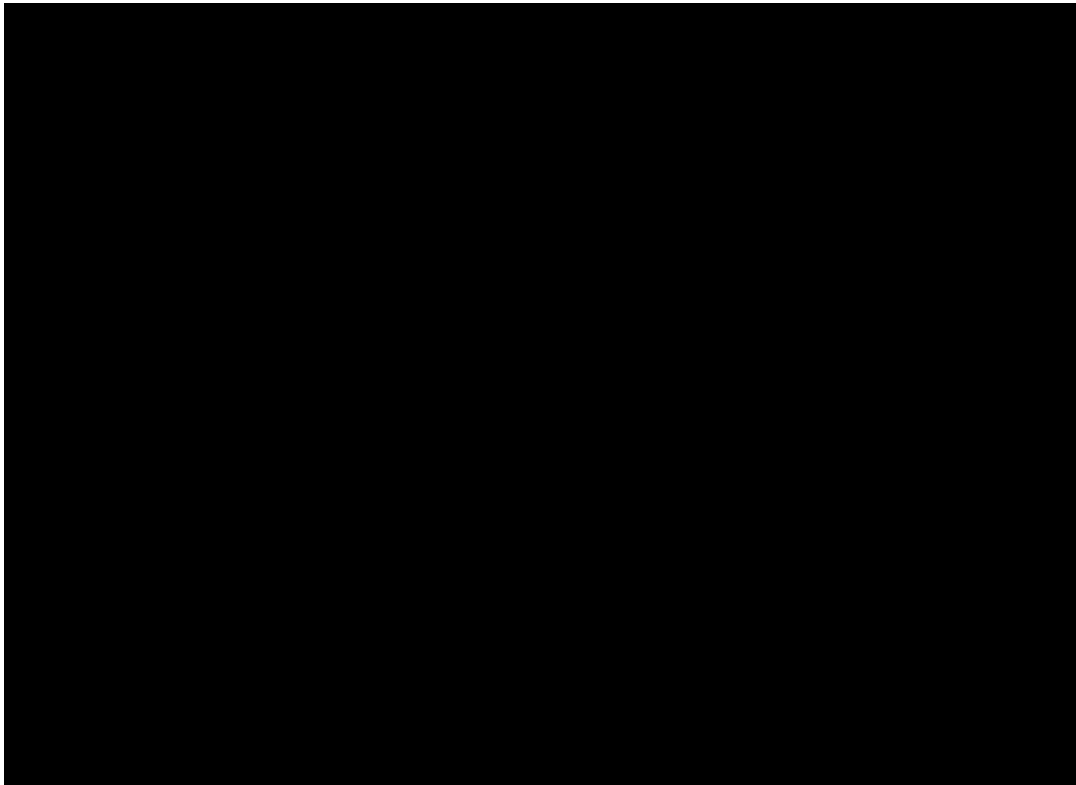
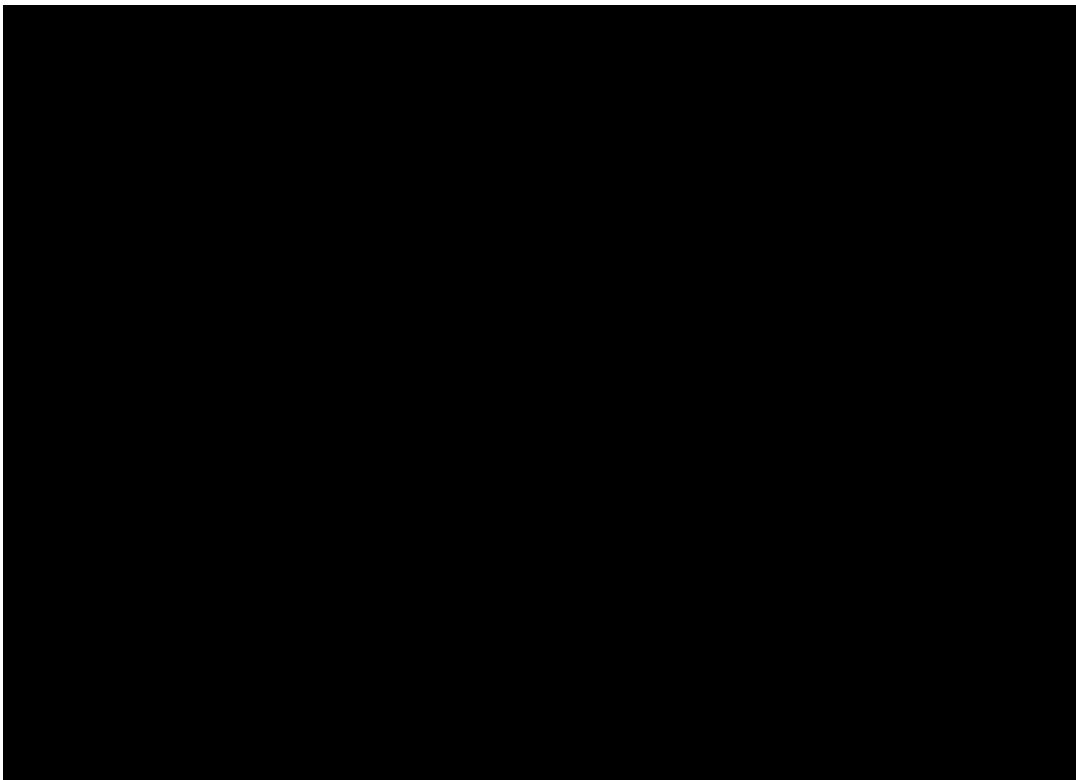


Figure 4



The change to ensure that the scroll bar reset to the top of the page was made and released to all our users 4 weeks later.

Conclusion

I am grateful to [REDACTED] for contacting us directly so that we could take appropriate action in a timely manner.

In general I would expect abnormal results such as this to be acted upon at the pathology filing stage, and we recommend that clinicians use the view in figure 3 (rather than figure 4) to highlight the trends in blood results.

Please let me know if you have further concerns.

Yours sincerely

[REDACTED]
[REDACTED]