



Trust Headquarters
Abbey Court
Eagle Way
Exeter
Devon
EX2 7HY

Monday, 30 October 2023

Mrs R. Griffin
HM Senior Coroner for Dorset
Coroner's Office for the County of Dorset
Town Hall
Bournemouth
Dorset
BH2 6DY



Dear Mrs Griffin

Inquest touching on the death of Marnie Hill- GP Referrals and SWASFT Electronic Care System

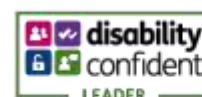
I write in relation to the inquest of the above-mentioned Marnie Hill following your request for assurance around GP referrals made by the Trust's Private Ambulance Providers (PAP's) and the challenges recently encountered with the Trust's Electronic Care System (ECS).

GP Referrals

I can confirm that we have contacted the central contract leads for all PAPs that are contracted on behalf of SWASFT, reminding them of the current situation regards GP referrals when utilising paper Patient Clinical Records (PCR) or the Scribe ECS system. Specifically, we have referred them to SWASFT's Appropriate Care Pathway Policy, which all PAPs are required to adhere to, and the requirement for clinicians to make a direct referral to the GP or Out of Hours (OOH) GP service if their patient requires input within 72 hours. They have also been reminded to pass information on to the GP surgery verbally via the GP surgery, OOH GP or 111 where needed. Additionally, the availability of the GP Alert service run by Dorset Integrated Urgent Care Service (IUCS) for passing information to GPs within Dorset has also been brought to their attention.

We have requested that the PAPs disseminate this information to all their staff and confirm back to us both acknowledgement of this information and confirmation it has been disseminated. All Trust PAPs have replied and provided assurances regarding this.

During communications with the PAPs, it has been identified that St John Ambulance (SJA) are commissioned directly by the National Ambulance Co-ordination Centre (NACC), which is hosted by West Midlands Ambulance Service University NHS Foundation Trust. The consequence of this is that we do not have direct contract with them, rather the Trust is allocated resources as part of the national NACC contract. SJA currently have between one and four ambulances supporting SWASFT per day across the South West. As a Trust, we have discussed this directly with SJA who have confirmed that



approval has been given by the SJA clinical and IT teams to access and use the SWASFT version of the Clinical App when working on behalf of SWASFT. Accounts for their staff are currently being set up.

For your assurance, following a previous inquest in June 2023, the Trust introduced a new process and document sharing system with the PAPs. They are now informed and have access to all our updated policies on their release.

Furthermore, I have also asked all Clinical Leads across SWASFT to ensure that this is included within their Local Clinical Update documents available via the Clinical App.

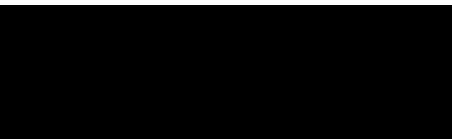
I would also like to take this opportunity to update you on the automation of GP referrals within the Scribe ECS. I have been advised by our Clinical Information Systems Manager that this is being worked on within the next update by the provider. Although I am unable to give you a timeframe on this currently, I would be happy to provide you with an update on the position in due course.

Electronic Care System

I am pleased to confirm that our ECS was successfully reintroduced on Tuesday 10th October 2023. We are also reviewing and updating our Business Continuity Plans which is looking at adopting the Scribe ECS as a secondary fall-back system. This will significantly reduce the possibility of adopting paper PCRs in response to an outage in our primary ECS in the future.

I hope this addresses your concerns but please do not hesitate to get in contact if you need further information.

Yours sincerely



Deputy Head of Clinical Development (Organisational Learning)