

31st May 2024

Ms Louise Rae
Assistant Coroner for Blackpool and Fylde
PO Box 1066
Corporation Street
Blackpool
FY1 1GB

Dear Ms Rae

Re: Regulation 28: Report to Prevent Future Deaths – Sabina Wood

Firstly, on behalf of Blackpool Teaching Hospitals NHS Foundation Trust, I would like to offer my sincere condolences and apologies to the family of Ms Wood.

Thank you for raising your concerns with the Trust, please find below the Trust response to the issues raised in the report to prevent future deaths.

The preparation of discharge summaries prior to patients being ready for discharge, and mechanisms for the IT system to double check the discharge document is completed before marking the document as complete and issuing.

With regard to the IT system in place to provide discharge summaries, to which your concern relates, the Trust are in the process of replacing the current eDischarge product with one integrated system built upon the Trust's Nexus NPR platform, developed in house by our Application Development Team.

The focus of the new solution is to move the existing functionality of the current system (where this adds value) into the Nexus Patient Record (NPR) environment and further develop functionality to auto populate as much relevant information into the record as possible from the Trust's integrated systems.

The new solution will enhance the high-quality exchange of information between the Trust and Primary Care, following a patient's admission to hospital. The drivers behind developing the new solution were manifold, however the primary focus was increasing patient safety and promoting efficiency in ensuring that clinical information is shared internally and externally through a robust process. This streamlined approach will reduce the burden on clinical staff in the collation of discharge summaries, removing the need to manually pre-populate discharge information in its entirety. It is also expected that the new system will expedite the process of letters being made available to the primary care colleagues.

Caring • Safe • Respectful

RESEARCH MATTERS AND SAVES LIVES – TODAY'S RESEARCH IS TOMORROW'S CARE

Blackpool Teaching Hospitals is a Centre of Clinical and Research Excellence providing quality up to date care. We are actively involved in undertaking research to improve treatment of our patients. A member of the healthcare team may discuss current clinical trials with you.



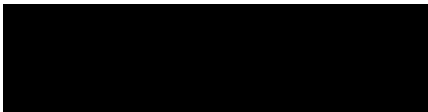
The new solution introduces additional safeguards within the system to prevent discharge summaries being issued erroneously. The overall discharge now requires that a password is entered by the discharging clinician before it is issued from the system, thus eradicating the risk of discharge summaries being shared in an incomplete form.

The implementation of the new NPR eDischarge solution began on 3rd April 2024 in pilot to allow for the resolution of any technical issues and for essential enhancements to the system to be made on an iterative basis. Formal roll out began in May 2024, with the system currently in operation across much of the Integrated Medicine and Integrated Care (IMEC) Division. Full deployment is expected to be completed by Sunday 30th June 2024.

In the interim whilst system implementation is brought to completion, the Executive Medical Director will issue a safety instruction to all staff regarding the population of discharge summaries, stating that they need to take care when pre-populating and that clinicians are not to prejudice any investigation results.

This letter will be shared with colleagues at Lancashire Teaching Hospitals NHS Foundation Trust, so that learning from Ms Wood's case is shared across the system.

Yours sincerely

A large black rectangular box redacting the signature of the Chief Executive.


Chief Executive