

22 May 2024

The Office of H M Coroner
The Guildhall
Alfred Gelder Street
HULL
HU1 2AA

FAO HMAC Miss Sally Robinson

Dear Miss Robinson

Regulation 28-Report Linda Heath

To address concerns regarding the lack of referrals to the district nursing team and other issues raised, the following measures have been discussed with the practice team and implemented to prevent future occurrences:

1. **Utilisation of Task Functionality in TPP SystemOne:** Previously, some staff did not utilise this feature. All staff, including clinicians and administrative personnel, must now adopt and use the task functionality within the SystemOne clinical software. This feature enables clearer, more structured communication from clinicians to the administration team. Tasks are shared in a monitored inbox, ensuring they are actioned throughout the day. This method provides a reliable and transparent system for handling patient-related tasks, and tasks remain within the patient record for future reference.
2. **Training:** Additional training and updates have been provided to all staff regarding the importance of good record-keeping. This includes understanding the significance of accurate and detailed documentation in the patient record. We have recently recruited a Data Quality and IT Officer to oversee and ensure that data is of a high standard through audits and training where applicable.

These measures will enhance communication within the practice and the wider team within primary and secondary care. We will also continue to work with other organisations, including the local trust, to find ways to improve patient care pathways.

Your sincerely

[REDACTED]
[REDACTED]
Partner

Partners: [REDACTED] | [REDACTED]
[REDACTED]