
13 August 2024

Dear HM Coroner

I write on behalf of the Chelsfield Surgery in response to your Regulation 28 report dated 21 June 2024.

We note the concerns you have raised and write to reassure you of the steps that the Surgery have taken to review how patients are deducted from the list and implement changes in our procedure when patients are removed in the future.

Whilst writing, may we correct one matter noted on the Regulation 28 report. It is stated that Patient TG was deregistered as a patient by the surgery on 16 January 2023, which is inaccurate. The records indicate that the deduction request was submitted by the Practice on 28 November 2022 and completed on 29 December 2022. PCSE requested a copy of Patient TG's medical records on 29 December 2022 and these were then sent on 16 January 2023. The member of the administrative team who dealt with transferring the records also made an entry into the medical consultations page to state that Patient TG had been deducted. This entry is dated 16 January 2023 – but the deduction had already taken effect from 29 December 2022.

1. On 25 July 2024 the practice held a Significant Event Analysis (“SEA”) meeting. The details of Patient TG's deduction from the list were presented and learning outcomes discussed. These included: a clinician should have been consulted before the deduction was submitted in November 2022, safeguarding considerations ought to have been raised and discussed with safeguarding lead, Patient TG ought to have been sent a further letter informing him of the deduction and Patient TG ought to have received advice about continuing his medication supply.
2. As a practice we have considered, reviewed and updated our Removal of Patients Policy. Before any removal can take place it is now a mandatory requirement for the Safeguarding Lead to be consulted to ensure that all safeguarding concerns have been appropriately addressed. It is also now a mandatory requirement for a patient to receive a written notification when a deduction has taken place.
3. We have also reviewed and updated our Repeat Prescribing Policy. Our Policy now states:
 - (a) In the event of removing a patient, we will ensure that the patient is provided with an adequate supply of medication to last until they register elsewhere, usually a maximum of 2 months' supply.

