

Sharing of information between different services within the NHS has historically been very problematic as they have evolved in perfect silos. This is the driving force behind the setting up of the Surrey Care Record and whilst not fully complete, it is close to resolving the issues the Coroner's report highlights.

Currently the Surrey Care Record does share a live feed of the GP medication, all GP held letters and also any letters sent from an acute trust to the GP (live feed again) By mid-April we will have been able to implement a live feed from the GP system which will show the entire consultation free text, including historic consultations. This will effectively give the meat (all clinically relevant) GP record to the health professional treating that patient. Patient/pharmacy messages are stored within the GP record as an administration consultation and as such any messages from the pharmacist to the GP will be fully visible to the GPimhs team. Of note, there is embedded link (single sign on) from within the SABP system so that it requires only one button push from the SABP System One record, in order to automatically open up the Surrey Care Record for that patient. Any data is only two mouse clicks away. This should fully resolve the issue of the GPimhs staff not being able to see the GP record to the degree that is required to mitigate this risk.

In order for GPimhs staff to communicate with the practice, each practice has a specific email for their reception. This email address can be provided to SABP by each practice. It is monitored by the practice during opening hours and any urgent emails would be forwarded on to the duty doctor within the practice. This would allow urgent (but not emergency) communication between the GPimhs team and the practice. The GPs can reply to this using the AccuRx email solution which writes any sent emails back into the clinical system, so that they are again visible to the system (SECAMB,111,OOH, and acute trust A&E).

As long as the GPimhs' email address is available, the GP can also email directly to raise non-urgent concerns. Again, the sent email is written back into the GP system and will soon be viewable via the Surrey Care Record. This should again mitigate this highlighted risk.

Historically there has been little personal interaction between GPimhs and the practice though there is no reason why they cannot speak via Microsoft Teams, which is provided for all NHS staff. This allows both phone and video calls to take place securely. In the real world there are often logistical problems (different working hours/days) doing this, though it is possible.

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