



Department  
of Health &  
Social Care

Minister of State for Health (Secondary Care)

39 Victoria Street  
London  
SW1H 0EU

HM Coroner John Stanley Pollard  
First Floor,  
Paderborn House,  
Howell Croft North,  
Bolton,  
BL1 1QY

15<sup>th</sup> September 2025

Dear Mr Pollard,

Thank you for the Regulation 28 report of 24/01/2025 sent to the Department of Health and Social Care about the death of Andrew Dominic Heys. I am replying as the Minister with responsibility for data and technology.

Firstly, I would like to say how saddened I was to read of the circumstances of Andrew Heys's death, and I offer my sincere condolences to their family and loved ones. The circumstances your report describes are concerning and I am grateful to you for bringing these matters to my attention. Please accept my sincere apologies for the significant delay in responding to this matter.

The report raises concerns to the Department of Health and Social Care on health professionals being unable to access health records of patients held by another health professional, and systems not 'talking to each other.'

In preparing this response, my officials have made enquiries with NHS England and the Care Quality Commission to ensure we adequately address your concerns.

I agree that ensuring health and care professionals have access to a single source of digital information about the patients they are treating and caring for is vitally important to delivering the best care possible. The Department of Health and Social Care, and NHS England have programmes of work underway which should assist in preventing future deaths connected to this issue.

Since 2022, £1.9bn has been invested in laying the foundations for digital transformation across the health and care system, including rolling-out Electronic Patient Records to NHS trusts that don't have one, and supporting those with an existing one to replace, extend or optimise it. Currently, 93% of Secondary Care Trusts have an EPR in place, we expect 96% of trusts to have EPRs by March 2026, with the remainder to follow.

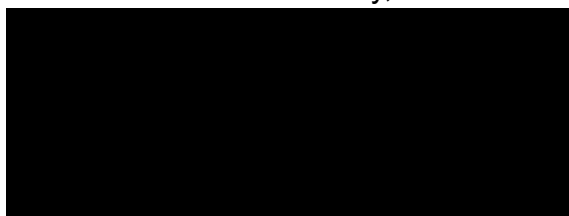
NHS England is also providing support to bring trusts up to an optimum level of digital maturity, with all secondary care organisations completing a Digital Maturity Assessment in May 2024, which will be run yearly to track progress and identify areas for improvement, which will further reduce barriers to the sharing of information needed to treat patients.

Going beyond this, the Government's 10 Year Health Plan commits to delivery of a single patient record (SPR). This will provide a comprehensive patient record, bringing together all of a patient's medical records into one place. We have been engaging with the public to help shape our plans, including what information they would like to see included in a single patient record and we will continue to talk to the public and to health and care professionals as we design the SPR to ensure their needs are reflected. The SPR will begin to go live from 2028 and be rolled out first in maternity care.

Introducing a single patient record will give clinicians all the data they need when treating patients. By having access to all relevant information about a patient, frontline staff will be able make more informed decisions and deliver the best care at the time it is needed.

I hope this response is helpful. Thank you for bringing these concerns to my attention.

Yours sincerely,



**MINISTER OF STATE FOR HEALTH**