

**Princes Risborough Surgery
(Main Site)**

Stratton Road
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Tel: 01844 344281

Web: unity-health.co.uk

Clinical Partners



UnityHealth

Ms J Leach

H.M. Assistant Coroner

By Email:



Dear Madam,

Prevention of Future Deaths Report Concerning Oscar Keenan

I am one of the GP Partners at Unity Health who operate five GP Practices, including Princes Risborough Surgery. I write to provide the Practice's response to your Prevention of Future Deaths Report dated 12 June 2025.

You have raised concerns regarding new birth registrations at the Practice, the communication between the Practice and the external company we use to assist us in dealing with incoming correspondence and also that instructions to commence treatment could be lost in similar circumstances. At the outset, I would again like to extend my sincere condolences to Oscar's parents and wider family.

As you are aware, nobody from the Practice was asked to attend Oscar's Inquest and I am therefore grateful to you for providing us with the opportunity to access the recording of the proceedings in order to fully understand the concerns raised. I hope that the response from the Practice set out further below provides yourself and Oscar's parents with some degree of reassurance that this matter has been taken extremely seriously and that improvements have been made.

New Baby Registrations at the Practice

As set out in my statement of 12 March 2024, a baby does not and did not need to have been named or formally registered with the Registrar in order to be registered as a patient at the Practice. Unfortunately, it transpired subsequently that Oscar's parents had been told incorrectly by a member of the reception team that they could not register Oscar at the Practice until they had formally registered his birth for which I sincerely apologise. The Practice conducted a Serious Event Analysis after this issue and Oscar's sad death came to light. Following this, a new process was put in place for new baby registrations which was circulated to the Practice team on 11 December 2024.

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Within that email, the staff were reminded that newborn babies do not need to be registered at the Registry Office before being registered at the Practice. When new staff join the reception team, training is provided and the information as to the process for new baby registrations and the fact that the baby does not need to be registered with the Registrar is shared with them.

The process for new baby registrations at the Practice now in force is as follows:-

1. All birth notification letters from the hospital are sent to the Practice via an electronic filing system (called Docman). Docman is a cloud-based platform primarily used in healthcare for managing clinical content and co-ordinating workloads related to the transfer of care. It helps healthcare professionals capture, organise, workflow and transfer healthcare documents, both clinical and non-clinical. Docman is used by thousands of GP Practices and hundreds of thousands of healthcare professionals to streamline processes, reduce administrative burden and improve patient care. All electronic correspondence from hospitals are sent to the Practice via Docman. The correspondence automatically delivers into a folder within the "filing" section of Docman and is automatically placed in date and time order. The workflow team at the Practice then work through these documents one by one filing them into the relevant patient records. When a member of the workflow team identifies a birth notification/maternity discharge summary, they will register the baby with the Practice immediately.
2. Once the baby has been registered with the Practice, the birth notification will sit at the top of the electronic filing pile on Docman for 24 hours as Docman takes 24 hours to link the new patient into their system. The birth notification will then be filed into the patient records the following day. The patient will however be active on the clinical system (EMIS) as soon as they are registered and so any care required within that 24 hour period would not be delayed.
3. With the new system in place, all babies will be registered with the Practice within 24 to 48 hours of the birth notification letter arriving at the Practice and without any action being required on the part of the parents. Were a parent to seek an appointment for a baby within the very short window of time before the birth notification letter is actioned by the Practice, the baby would be immediately registered and an appropriate appointment made.
4. A new baby welcome letter is then sent to the parents advising them that the baby has been registered with the Practice and asking them to complete a registration form for the baby to complete the process. The baby would however already be formally registered with the Practice and so the need to complete this form would not delay or prevent any care being provided should it be needed in the intervening period.

Communication between the GP Practice and the external filtering company

Your Prevention of Future Deaths Report has also raised concerns in relation to the communication between the Practice and the external filtering company that we use to assist us with the correspondence received by the Practice in relation to patients. Whilst the Practice in the past dealt with all incoming correspondence "in-house", we receive between 1,000 and 1,200 items of electronic correspondence via Docman each week (with some hard copy post on top) and this became unmanageable and unsafe for patients. Assistance in managing this is therefore now provided by an external company.

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Any urgent correspondence received by the Practice will be filtered out and actioned by the workflow team when accessing this via Docman. The workflow team scan read every piece of correspondence and are trained to identify matters requiring urgent attention even if a letter is not obviously marked as "urgent". Any urgent correspondence therefore will not be sent externally as it will already have been picked up and dealt with by the workflow team based at the Practice. In addition, as set out above, all new birth notification letters will be picked up and actioned by the Practice team with the baby being immediately then registered with the Practice. These letters are therefore no longer sent externally.

All other documents are filed onto the patients' records by the workflow team (and so are immediately available for clinicians to see) and are sent to the external company in a batch every Friday. The external company will then summarise and code all relevant correspondence into patient's records. Any correspondence that requires action on the part of the Practice will be returned on a daily basis and highlighted to the Practice as requiring action. Under the agreement between the Practice and the external company, they have 5 working days to deal with any correspondence which is passed to them. As indicated above, however, anything requiring urgent action will already have been picked up and dealt with by the workflow team. Anything that is returned as it requires action on the part of the Practice is sent to an inbox within Docman which is cleared by the Practice workflow team on a daily basis.

Although the majority of correspondence is received at the Practice electronically, some correspondence is still received by post. Any hard copy correspondence is scanned by the reception team on a daily basis and will be sent externally with the batch of documents that has been received electronically that week. Any urgent correspondence would not usually be sent to the Practice via post and if it is it would be backed up by an email from the sender which would then be picked up and actioned by the workflow team.

The work undertaken by the external company is audited on a monthly basis by our Data Quality and Compliance Lead at the Practice and an audit on random letters is also carried out on a daily basis by the same person. Any issues that may have been identified are fed back on a weekly basis with appropriate action then put in place to deal with any concerns. The Practice intends to shortly carry out a review of the process in place concerning how incoming correspondence is dealt with to ensure that matters are being dealt with as efficiently as possible.

Concern that instructions to commence treatment could be lost in similar circumstances

As indicated above, anything requiring urgent action will be picked up by the workflow team and dealt with internally. It will not therefore be sent externally. Correspondence requiring non-urgent action would be returned to the Practice by the external company who are regularly audited by the Practice to ensure that they are providing an appropriate level of service. In Oscar's case, the letter from the Trust regarding the prescription of antibiotics was not sent externally. As Oscar had not been registered with the Practice, there was no patient record to attach the letter to on our system. The "pending" folder that this letter was erroneously moved to has now been deleted as the Practice process for new baby registrations has been amended as above and thus there is no need for this folder.

If correspondence were to be received for a patient who had never been registered at the Practice before (e.g. likely sent to us in error), this could be rejected electronically on Docman which sends the document back to the sender

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informing them of the reason (checks having been done by us first to ensure that they really are not registered with us). If the patient has moved surgeries and thus is no longer registered at the Practice, we can either reject that correspondence as mentioned above or if we know where the patient has registered, we can print and send it on by post/email to the new surgery to avoid any delay.

Summary

To conclude, I hope that you and Oscar’s parents are reassured that this matter has been taken extremely seriously by the Practice and that our processes have been reviewed and improved (and will continue to be reviewed and improved), particularly with regards to the registration of new babies at the Practice.

Yours faithfully

[Redacted Signature]

[Redacted Name]

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