

Hi [REDACTED],

Thank you for your Regulation 28 Report to Prevent Future Deaths. The Practice has undertaken a detailed review of the circumstances surrounding this case and the processes identified.

The clinicians involved with the practice management team have met to review both the statements provided and the contents of the Regulation 28 report in order to identify learning points and actions required to reduce the risk of recurrence.

The issues raised have also been discussed with the wider practice team, including the staff responsible for performing ECGs, to ensure awareness of the concerns identified and to reinforce safe processes for the management and escalation of ECG results.

In particular, we have highlighted concerns regarding amended or second ECG reports being issued up to 24 hours later without direct telephone contact from Broomwell Healthwatch to notify the Practice of significant changes to findings.

We have also met with quality assurance colleagues from the Integrated Care Board (ICB), as Broomwell Healthwatch are commissioned to provide ECG services across Lancashire and South Cumbria ICB. During these discussions it was recognised that amendments to ECG reports may not be an isolated issue affecting only The Crescent Surgery. This has not been confirmed but recognised that Broomwell Healthwatch supports a number of Practices across Lancashire and South Cumbria.

As a result of this review, the Practice has updated its Standard Operating Procedure (SOP) to ensure that:

- Any amendments to ECG reports are recorded clearly within the patient's medical records and reviewed by the On Call GP on the day they are received.
- Any amended urgent ECG reports are logged as a Significant Event and immediately flagged to the Practice Manager for internal review.
- Such incidents are also uploaded onto Ulysses, the ICB incident reporting system, to ensure commissioners are formally notified and wider system learning can take place.

I have attached a copy of the updated Standard Operating Procedure (SOP) for your records.

The Practice remains committed to learning from this incident and to strengthening governance and patient safety processes to help prevent future occurrences.

Many Thanks

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Website  Facebook

**The Crescent Surgery**  
*NHS Beacon in Primary Care*



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