

# The AshLea Medical Practice

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MB BCh DRCOG DFFP

MB BS DRCOG MRCGP

BSc MB ChB DRCOG DCH MRCGP PGDipENT PGCertMedEd

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*Gilbert House*

## GILBERT HOUSE SURGERY

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Tel No: [REDACTED]

BM BS MRCP(UK) DRCOG DFFP

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*Linden House*

## LINDEN HOUSE SURGERY

30 Upper Fairfield Road

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Tel No: [REDACTED]

30/6/16

Dear Ms.Topping :

ref Ernest Higgs section 28 response

Thank you for asking us a practice to respond to your concerns raised regarding Mr E.H, We have had a number of discussions around this case including discussion as a significant event.

In response to your concerns raised

- 1) Confusion over multi-disciplinary notes: We feel we need to await clarity from the BMA on their position regarding writing in the multi- disciplinary notes before committing to a stance.

It is currently the practice view that it should be the responsibility of the nurses attending with the doctor to be writing contemporaneous notes of the interaction. We are happy to clarify any issues regarding instructions at the time of the visit however if the advice of the BMA differs from this we will consider a policy to address this. We have discussed this with the nursing home in question and they are in agreement that staff will be responsible for writing contemporaneous notes while we are in attendance.


- 2) Around advice given over the telephone to nursing homes in general : We have drafted a practice policy to address this issue. As far as we are aware it is recognised practice that, when taking advice over the phone, nurses are advised to have the advice ratified by another nurse present. We are happy to follow any complex instructions up with written advice (see attached)

3) In response to the issue over the delay in blood taking : Having had sight of the response from Epsom Hospital this issue appears to have been resolved with an action plan and we will ensure local nursing homes covered by the practice are aware of 24 hour pathology cover.

We are obviously as a practice happy to work collaboratively with any nursing homes we attend to in order to ensure communication is safe and effective within the parameters advised to us by the BMA.

We will be auditing our responses to nursing home phone requests 6 months after implementation to ensure there is sensible use of discretion in faxing information.

If there are any outstanding issues which you feel we need to address please do not hesitate to contact the practice.

 on behalf of Ashlea medical practice.