



The Endless Street Doctors' Surgery

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Ian Singleton
Assistant Coroner for Wiltshire and Swindon
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8th September 2016

Dear Sir

Please find below our response to the "Regulation 28 report to prevent future deaths" dated 29 July and related to the inquest touching upon the death of Miles Benedict ABEL.

We understand that the concerns related to the process in operation for management of faxes and in particular faxed referrals. The specific concerns were that there was no audit trail to show that the fax had been sent, that the practice of telephoning to confirm receipt of a fax was not always followed, hence if the fax had not transmitted, the team to which the patient was referred would not know a referral had been sent.

The historical procedure for dealing with urgent faxes was as follows:

1. Completed referral form which requires faxing is printed off by doctor.
2. Completed referral form handed to receptionist to fax- (number on form)
3. Fax machine can identify when faxes had been sent by checking the transmission receipt
4. The receptionist would phone to check that fax had been received.

Following the Critical Reporting Incident that followed the recent death of a patient, we have reviewed the system above and have instituted the new system – (Standard Operating Procedure - SOP enclosed):

New procedure:

1. Completed referral form which requires faxing is printed off by doctor.
2. Completed referral form handed to medical secretary by referring clinician who verbally identifies that this is an urgent fax to be sent and that there is an urgent fax SOP to follow – details are easily found in the shared staff folder.
3. The sender completes the fax log documentation, (this is a document located next to the fax machine which keeps an account of what was faxed, by whom and the time and date).

4. The sender faxes documentation and then adds the 'faxed dated 'stamp before scanning it into the notes.
5. The sender ensures that the fax is received [the fax machine will give an audible beep to show it has sent the fax) by calling the recipient and documenting who they spoke to and the date/time AND send a task to the requesting Dr to inform them that the fax has been sent – (tasks are recorded automatically in the patients notes).

Therefore the fax log documentation will record who sent the fax and the date and time it was sent.

The document scanned in to the records will have details of to whom the receptionist spoke to confirm receipt of the fax. It will also have the time and date of this conversation.

There will also be a task on the system to confirm that the referring doctor has been advised of successful transmission

Please let us know whether you need any further information

Yours sincerely



Practice Manager