

Wednesday 20th September 2017

RE: Prevention of Deaths Report
Bronwyn Ann WILLIAMS (died 23-May-17)

Dear Sirs

In response to the Coroner's concerns detailed in the report dated 13th Sep 2017 this letter details the action taken by Kindandental to reduce the risk of a similar incident occurring.

We have applied, and have subsequently provided the pre-requisite information required, for the use of an NHS net email address. This is the email system for NHS electronic referrals (to comply with NHS patient confidentiality requirements).

We anticipate having this available to us within two weeks, the timeframe indicated to us by NHS net email providers. We further anticipate starting to send referrals using the NHS net email service as soon as this is in place and within a further period of two weeks having trained all staff internally to be fully using this service and no longer sending patient referrals via post.

The specific reason that we have not been using electronic referrals to this point is due to technical issues with NHS net email in the past. We have investigated usage of NHS net email by dental practices and it is not commonly used by NHS dental practices in our locality. We had been formerly informed that use of NHS electronic referrals must be via NHS net email only, for reasons of patient confidentiality. However, our Significant Event investigations recently following the Coroners letter have revealed that we are, in fact, able to send electronic referrals via other email services where we have a patients' explicit written consent to do so, although we cannot have a confirmation email returned to us acknowledging receipt. This is of interest as it means if we experience any future technical issues with NHS net email we have an alternative electronic means of NHS referral. We anticipate having functionality built into our existing computer system for this within two weeks.

kindandental

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We have also reviewed our referral pathways and fully updated the information therein. This has been disseminated to all dentists via email. Our computer system logs and manages referrals. We have reviewed this process and re-iterated to staff the importance of all referrals being fully and correctly logged. Our protocol for all referrals has been reviewed and a check list has been created to be followed and adhered to so that correct and up to date information is gathered for the referral. The check list is a laminated document displayed in each surgery.

We have communicated to all staff (via email and in person) the importance of verifying patient information, full address including post code and GP details, at all points where a referral is made and additionally at general check up appointments.

Sincerely,

[REDACTED]
Principal Dentist