

PARK SURGERY
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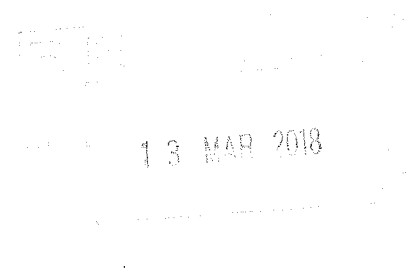
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Please reply to: [REDACTED]

Our ref: MAR/JCN 501945

01-Mar-2018 (Dictated 28-2-18)

Ms Karen Harrold
The Assistant Coroner
Coroner's Office
Castle Hill
WINCHESTER SO23 8UL



Dear Ms Harrold

Re: Mrs Joan Betteridge dob: 16-May-1929
24 Knightwood Mews Shannon Way Chandlers Ford Eastleigh SO53 4TL

Thank you for sending us the report on Mrs Joan Betteridge. I have discussed the concerns with the partners of Park & St Francis Surgeries, in particular with [REDACTED]

You have suggested under Item 1 that Park & St Francis Surgeries should review the system used to request X-rays and potentially other basic tests.

Firstly, Dr Fowler wishes to clarify the situation and enclosed is the computer record of the relevant X-ray; this is dated 1/6/2017 and was completed and printed following the home visit. During the home visit, to see and examine Mrs Betteridge [REDACTED] instructed the care staff to use this X-ray form which was made available to them at the surgery the following day should the patient's mobility remain a problem. This was recorded clearly in the notes. This was to be done to exclude fracture.

[REDACTED] has undertaken a review of the procedure for requesting an X-ray and has discussed this with the doctors and staff at the surgery. Printed X-ray forms could cause a possible delay if they were to be collected from the surgery or have the potential to be mislaid if left at the patient's home or residential faculty. Now that we have recently been given access to electronic X-ray forms it has been decided that doctors are to send X-ray forms electronically to the hospital rather than printing the forms. We have reminded all doctors that instructions to residential care staff and nurses should continue to be recorded clearly in the patient's notes, as well as communicated explicitly, in order to avoid confusion regarding the management plan at a later stage.

We remain concerned that the care staff did not pick up the X-ray form as anticipated and hope that the changes that have been made in our processes will provide a reminder if the patient does not attend for X-ray.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Professor Mark [REDACTED]', is written over a black rectangular redaction box. The signature is cursive and somewhat stylized.

On behalf of Partners at Park & St Francis Surgeries