

Rachael C Griffin
HM Senior Coroner for Dorset
The Coroner's Office for the County of Dorset
Bournemouth Town Hall
Bournemouth
BH2 6DY

14 December 2021

Dear Ms Griffin

NHS Digital Response to Regulation 28 Report – inquest touching the death of Anthony John Clacher

I am writing in response to the Regulation 28 Prevention of Future Deaths report received from HM Senior Coroner dated 22nd October 2021. This follows the death of Anthony John Clacher who sadly passed away on 21st March 2018.

This was followed by an investigation and inquest which concluded on 19th October 2021. Unfortunately, NHS Digital was not informed that this inquest was occurring, and did not have the opportunity to provide information and address your concerns directly.

I am [REDACTED] and am writing in my capacity as Director of Primary Care Technology at NHS Digital.

I would like to express my sincerest condolences to Anthony's family.

The Regulation 28 Prevention of Future Deaths report outlines five matters of concern.

We do not consider that matters of concern i, ii, iii or v relate to NHS Digital and thus have no comment on these.

We respond below to matter of concern iv outlined in the report:

I am concerned that vital information contained within a prisoner's medical health records stored on SystmOne, could be missed due to the fact that the software is more adapted to GP practice than prison healthcare. This could result in a future death and I request consideration is given to adapting SystmOne for better use in prisons to ensure information, especially where there are complex care needs, is easily assessable and highlighted to avoid crucial information regarding a patient's care and safety being missed.

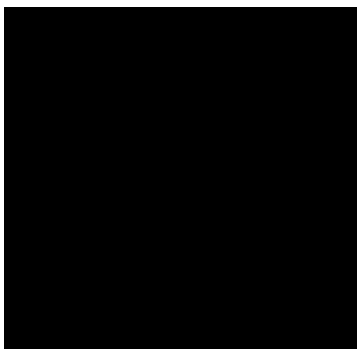
- 1) The IT system used in HM Prison and Probation Service (HMPPS) healthcare settings is known as the health and justice information service (HJIS). HJIS is provided by an independent private sector IT supplier called TPP (tpp-uk.com) pursuant to a contract with NHS England and Improvement (NHSEI). HJIS is a modified version of TPP's SystmOne product.
- 2) NHS Digital operates the Digital Care Services (DCS) catalogue, which includes the GPIT Futures catalogue. GPIT Futures enables GP users to buy assured digital tools and systems through approved assurance frameworks, and the framework agreement establishes a national GPIT framework between NHS Digital and the suppliers which provide IT services to GPs. TPP is one such supplier, and this is the route through which the standard SystmOne product is available to GPs.
- 3) The specification and contract for HJIS are bespoke for HMPPS and it was not procured through the GPIT Futures framework.
- 4) Policy for HJIS is set by NHSEI.
- 5) Therefore, NHS Digital is unable to comment further on the current design and functionality for HJIS.
- 6) NHS Digital are however supporting the HJIS team in NHSEI to set up a competitive re-procurement in 2022/23 for HJIS and it is possible that the re-procurement will be done through NHS Digital's Digital Care Services catalogue. If so this would make NHS Digital the contract authority in future.
- 7) As part of supporting the re-procurement NHS Digital will consider this matter of concern when developing of the set of capabilities for the HJIS re-procurement, and additionally would welcome the opportunity to speak to the witness that made the observations about SystmOne in order to gather more detailed input.
- 8) Additionally, NHS Digital is currently supporting HJIS in the following related ways, and considers that these activities will also support improved access to a patient's medical records within the HMPPS estate and between this and wider primary care:
 - a. to adopt other GP IT related products such as GP2GP which is a cross-system standard used to enable patient records to be transferred electronically between GP system suppliers as they move practices. Patient records are not currently transferred into HJIS when an individual moves into the detained estate, but they will do so once this is enabled during FY22/23;
 - b. to adopt the GP registrations system used in England to track the organisation responsible for a patient's care. Presently HMPPS do not use the existing system,

known as NHAIS (National Health Application and Infrastructure Service), but will adopt the new system, to be known as Primary Care Registration Management system, when it is delivered in FY22/23; and

- c. support for the HJIS transformation programme which is currently being led by North of England Commissioning Support Unit (NECS) and is responsible for rolling out new Spine functionality to all of the detained estate sites.

If I can be of any further assistance, please let me know.

Yours sincerely



Director of Primary Care Technology
NHS Digital