



Digital

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FAO: Emma Serrano
Coroner's Court
Town Hall
Rose Hill
Chesterfield
S40 1LP

By Email Only: [REDACTED]

Your Ref: [REDACTED]

Our Ref: [REDACTED]

2nd March 2021

Dear Miss Serrano,

Inquest into the death of Mr David Ball

I am writing in response to the Regulation 28 report received from HM Coroner dated 25 November 2020. This follows the investigation and inquest into the death of Mr David Ball, who sadly died on 30 June 2019. I would like to express my sincerest condolences to Mr Ball's family. We would also like to apologise for the lateness for the return of this letter due to administrative issues.

NHS Digital is a non-departmental public body created by the Health and Social Care Act 2012 and is the national information and technology partner for the health and care system. We use technology to support the NHS and social care.

You have asked in paragraph 5, if NHS Digital has any information that can explain why "*different health care departments have different patient records and the departments did not communicate with one another.*"

Organisations have arrangements and systems in place to keep and maintain patient records, whether electronic or not, and organisations share these records in accordance with their processes and procedures.

NHS Digital is not responsible for *all* the systems that hold patient information. We do provide and have responsibility for the Summary Care Record ('SCR'). The SCR helps professionals across care settings to access GP held information on GP prescribed medications, patient allergies and adverse reactions (SCR core functionality), and clinicians in urgent and emergency care settings access key GP-held information for patients previously identified by GPs as most likely to present in urgent and emergency care) (SCR with Additional Information).

The patient record of Mr Ball has been checked within the SCR system by the Personal Demographic Service team at NHS Digital. It is confirmed that there was no duplicate record for Mr Ball, and no anomalies were identified.

The SCR is populated by GPs in their respective medical practices. The SCR holds the following GP information about the patient:

- the name, address, date of birth and NHS Number;
- current medication;
- allergies and details of any previous bad reactions to medicines;
- details of long-term conditions;
- any significant medical history; and
- specific communication needs.

However, whilst key notes and significant medical history may be included by the GP, the Discharge Care Plan is not the kind of information that is held and shared within the summary record.

We understand from the request that the discharge care plan was not followed, and this was not recognised. This is an issue of health and social care coordination and management.

In this context, and also outside NHS Digital's area of responsibility, it is worth noting that there are numerous initiatives across the NHS and social care to introduce systems that enable patient records to be shared and accessible between all health and care providers in a locality. Such systems would be expected to improve the planning and provision of shared care, and reduce the risk of miscommunication. These initiatives are at different levels of maturity, but can be expected to become increasingly widely-used.

If HM Coroner requires any further clarification in relation to any point, please do not hesitate to contact us and we can assist further.

Yours sincerely,



[REDACTED]
Caldicott Guardian and Clinical Director
NHS Digital