

Important Communication

To: All GP practices in Southampton, Hampshire, and the Isle of Wight

From: University Hospital Southampton NHS Foundation Trust Emergency Department

Date: Friday 14th May 2021

Re: Electronic system failure in sending ED attendance summaries to GP practices

We are writing to alert you to an issue within the IT system, Symphony, used by the emergency department (ED). EMIS Health, the third party supplier of the system, has identified a problem affecting several healthcare organisations across the country whereby the ED attendance summary has not been sent to the GP electronically. This means that you may not have been informed that a patient registered under your care has attended the ED at UHS.

This is an intermittent problem so does not affect every patient who has attended the ED however it has occurred in approximately 25,000 patient attendances since 2016. 2016 is when electronic communication replaced paper documentation for this purpose for most surgeries.

Our IT department is working closely with EMIS Health to identify the source of the problem and we have put contingencies in place to ensure that whilst this problem is ongoing we identify on a daily basis any newly failed attendance summaries which will then be posted.

We are risk stratifying and reviewing the attendance summaries which were not sent historically and are initially focussing on those from 2018, onwards. On each occasion we will review the patient's clinical record to ascertain if documented actions are still required and if any patient is at any risk as a result. Where we cannot ascertain this, or we believe that a patient is at risk, we may contact you directly to discuss this further.

We recognise that this may take us some time to complete given the large volume of patients. We are working to send historic documents to you electronically so that they can be incorporated into your patient record. **You do not need to do anything further with these as UHS will review these and identify any outstanding actions or risk.** However if at any point you do identify any patient harm directly attributable to the delay in summaries being sent, please complete an incident report to alert us to this. Some surgeries will regrettably receive large batches of historic documents.

We apologise that this has occurred and anticipate that you will share our concern regarding the risk generated to patients because of this. We would like to assure you that both EMIS Health and UHS are committed to rectifying this as quickly as possible.

Should you have any queries please direct these to a bespoke email address we have generated for this purpose: EDGPQueries@uhs.nhs.uk.

Kind Regards,

Juliet Pearce
Deputy Chief Nursing Officer

Patients First, Working Together, Always Improving

University Hospital Southampton NHS Foundation Trust