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| Significant Event (Datix) Alert | | |
| Title: Maternal Death | | Date: June 2021 |
| The South West and Mid Hampshire part of the system has been receiving Datix Significant Event reports from Primary Care since February 2017. The CCG reviews each Significant Event and shares learning from the key themes and trends identified. This alert highlights key learning relevant to Primary Care following a recent system-wide Significant Event. You are encouraged to review the learning identified from this incident and consider the recommended actions in order to prevent future similar events. | | |
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| Summary | * A Serious incident was reported following the death of a thirty-year-old female patient. The patient had given birth to a baby within the previous 50 days * The patient was confirmed as COVID-19 positive nine days prior to her death * Two days prior to her death (Friday), the patient completed an eConsult form in relation to the calf pain that she was experiencing * The eConsult form was not reviewed by a clinician and her medical notes were not reviewed * There was no formal system in place for eConsult forms with ‘red’ or ‘amber’ flags to be reviewed by a clinician prior to the allocation of an appointment * The red and amber flags were identified as urgent by reception staff, but not for seeing on the day * Clinical triage was booked on the next available slot (Monday), however, the patient collapsed at home on the Sunday and died shortly after admission to hospital with a pulmonary embolism. | |
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| Identified Risks | * The eConsult form was not designed in a way that identified all relevant information * Where eConsult forms with red and amber flags are not reviewed by a clinician there is the chance that a patient safety risk is not identified in a timely manner * A system of ‘first come first served’ allocation of appointments should be avoided to ensure that those in most need of review are seen at the most appropriate time. | |
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| Identified learning | The system wide review has identified 18 recommendations, of them 6 are relevant and specific to Primary Care involving:   * e-Consult is a decision support tool for triage in a GP Practice * Communication of COVID-19 positive status and VTE advice to post-natal women who test positive for COVID-19 * Clinical signposting provided over the phone should be documented * GP practice management of eConsult forms requires a formal system and process * Reception/administration staff require formal training on the management of eConsult forms * Clinical led triage systems are required, with a minimum standard of all red/amber flags to be reviewed by a clinician * Patients notes to be reviewed in conjunction with the eConsult. | |
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| Suggested actions | * All GP practices to review their systems and processes in relation the management of clinical eConsult forms to ensure that the learning above is embedded inpractice * All relevant staff groups should be made aware of the learning from this incident. | |
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| For further information/  support: | WHCCG Primary Care Quality:  Viv O’Connor: [Vivienne.Oconnor@nhs.net](mailto:Vivienne.Oconnor@nhs.net) or Natalie Hallowell: [N.Hallowell@nhs.net](mailto:N.Hallowell@nhs.net) | |