



Health Partnerships Overview and Scrutiny Committee 11th June 2013

Report from Strategy, Partnerships and Improvement

For Action

Wards Affected:
ALL

Pathology Service – Incidents and Investigation

1.0 Summary

1.1 The Health Partnerships Overview and Scrutiny Committee were presented with an interim report on the incidents that had occurred with pathology results provided to GPs in Brent and Harrow. Following completion of the investigation, members of the committee have since received a copy of the Root Cause Analysis Investigation report. The report now being presented to the committee is an update on the actions being taken to address the issues identified and the recommendations in the Root Cause Analysis.

1.2 The Root Cause Analysis (RCA) report (which is also attached for information) concluded that there were seven root causes:

- No measures taken by PCT to mitigate risks (in transition and implementation)
- IT system – Format of Results / IT systems and sample handling set-up;
- Equipment - Analyser and robotic arm malfunctioned / General Equipment stability;
- Communications and access to background information
- (Shared Drive, electronic and paper records will be affected by the transition from PCT to CCG);
- Lack of clinical engagement in the process ((no grass roots GPs; used same clinicians, too thinly spread);
- Poor reporting and communication structure in both PCTs.
- Laboratory staff familiarisation with equipment and systems / customisation of system to meet end users clinical needs

It goes on to give eighteen recommendations to address the issues raised. The update report being presented to the committee today includes an Action Plan with actions linked to root causes and recommendations from the report.

2.0 Recommendations

- 2.1 The Health Partnerships Overview and Scrutiny Committee is recommended to consider the report and the original Route Cause Analysis and question officers on the serious incidents that have arisen and progress on the actions proposed, and to seek clarification/assurance on how these actions will ensure that the problems are addressed and that such incidents will be prevented from recurring in the future.

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