



Brent
Clinical Commissioning Group

Update report to the Brent Health Overview and Scrutiny Committee on the Urgent Care Centre X-ray incident

Incident in Brief:

There was a discovery of a substantial number of x-rays (some un-reviewed) that were not automatically sent to the patient's GP surgery. - The Governance team undertook a full Root Cause Analysis Investigation (RCA) and submitted to NHS London at the beginning of June 2012. Throughout the investigation a Clinical Governance Manager from the Governance team worked closely with NHS Brent.

The UCC undertook a comprehensive programme of tracing those patients that required follow up appointments following the discovery.

The majority of patients were contacted in the following weeks and offered follow up appointments. This process involved contacting the patients by letter which was then followed up with a telephone call to ensure they had received and understood this information. It was clearly explained to each patient what had happened and the process agreed for following up their individual conditions.

The GP surgery was also informed and given the appropriate briefing about the condition, x-ray result and to expect the patient to attend a follow up appointment.

In cases where the patient had moved GP surgeries the patients were traced and the same process followed.

There were a number of "cold cases" (those who could not be initially traced), 11 in total, which took considerably longer to trace. It is not unusual for a number of these to remain outstanding when a Serious Untoward Incident is closed but by December 2012 all patients had been traced and contacted and had completed their follow up.

While the patients remained the primary focus, a number of actions were required from Care UK to give assurance that the Serious Untoward Incident had led to change in the processes and procedures that would significantly reduce the chance of an incident of this type occurring again, specifically;

- 1) A full review of the recruitment processes of Senior Operational Staff and Senior Clinical Staff to be undertaken including:
 - A review of the recruitment assessment procedures, competency assessments and CRB clearance
- 2) Robust re- training of the radiology process at Brent UCC from first contact to discharge for all staff including the Brent UCC management team.
- 3) Robust induction programme which includes the radiology process for all Non-Substantive staff.
- 4) An operational process to ensure the radiology reports are reviewed by a competent clinician on a daily basis and scanned, attached, closed and sent to GP surgery in a timely fashion.
- 5) Newly mobilised services to have “post go live IT test audits” at regular intervals i.e. monthly for the first three months and then bi monthly for next six months and then quarterly thereafter.
- 6) Ionising Radiation Medical Exposure Regulations 2000 (IRMER) update training for all clinical staff referring to radiology.
- 7) “Datix DIFF Two” (risk and clinical safety tool) training made mandatory training for all Service Managers and their deputies.
- 8) To ensure reception staff to check and log all child attendances as per procedure in the local Brent UCC safeguarding Children policy.
- 9) Ensure that all non- substantive staff are provided with the appropriate safeguarding children policies & referral procedures and training.
- 10) Ensure all employed staff undertake the required Safeguarding training at the appropriate level.

While there remain challenges the Brent Urgent Care Centre is now nearly fully recruited to in respect General Practitioners with 0.75 whole time equivalent (wte) vacant and being filled by locums in a complement of 8 wte GP staff. Nursing staff remain a concern with 2 wte staff vacant in a complement of 7 wte nursing staff.

It is important to note that there is never an occasion when there is a non -substantive member staff on the rota without robust and experienced UCC staff also on duty.

In January this year 2013, CQC undertook an unannounced visit and reviewed Outcomes of the service. CQC's report deemed Brent UCC to be fully compliant on all outcomes reviewed.

8th July 2013