



Health Partnerships Overview and Scrutiny Committee 30th May 2012

Report from the Director of Strategy, Partnerships and Improvement

For Action

Wards Affected:
ALL

Serious Incident at Brent Urgent Care Centre

1.0 Summary

- 1.1 Members will be aware that the Urgent Care Centre at NHS Brent is managed by Care UK. At the end of March 2012, Care UK notified NHS Brent (the commissioner of the service) of a serious incident at the Urgent Care Centre.
- 1.2 Care UK had become aware of a queue of 6000 patients who had not been discharged from their systems. Upon investigation it became clear that many of these patients had been sent for x-ray but it could not be confirmed that the radiology reports had been reviewed for missed pathology. In addition, discharge notifications will not have been issued to GPs for these patients. Clearly this presented a risk that patients were not properly diagnosed, or potential problems not picked up in a timely fashion.
- 1.3 A review of 5% of patients undertaken shortly after this issue came to light found that the proportion of patients with a missed pathology was 2%. The issue was been logged as a serious incident and a full investigation is underway.
- 1.4 The briefing and letter from NHS Brent sets out the details of the serious incident and the steps taken by NHS Brent and Care UK to rectify the situation. At this stage a root cause analysis report of the incident is not complete and so information on the lessons to be learned are not yet available. However, NHS Brent representatives should be questioned on how they are working with Care UK to manage their Urgent Care Services at CMH.

2.0 Recommendations

- 2.1 The Health Partnerships Overview and Scrutiny Committee is recommended to question officers from NHS Brent as to how they are working with Care UK to rectify the problems that caused the serious incident at Central Middlesex Hospital Urgent Care Centre.

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