

Serious incident at Brent Urgent Care Centre

Brent Urgent Care Centre (UCC) became operational on 28th March 2011. It is situated at the front of the Central Middlesex Hospital Accident & Emergency Department. The service provides urgent primary care services to patients with minor illness or injury 24/7. The purpose of the service is to see, treat and discharge patients giving high quality care and advice or referring to the most appropriate setting. There are and referral pathways to the secondary care services such as Accident & Emergency, Medicine, Surgery, and Paediatrics.

Details of the incident

NHS Brent was notified on Friday 30th March 2012 by Care UK of a serious incident at Brent UCC.

Care UK had become aware of a queue of approximately 6000 patients who had not been discharged from the IT system. Upon investigation it became clear that many of these patients had been sent for x-ray and Care UK could not confirm that the radiology reports had been reviewed for missed pathology. In addition, discharge notifications had not been issued to GPs for these patients.

The issue was logged as a serious incident and a full investigation is underway. Brent commissioners and NWLHT radiology department are represented on the team undertaking the investigation. The full report into the SI with findings and recommendations for actions will be available on 6th June 2012.

The terms of reference of the review are:

- To establish the facts of the events which led to the discovery of the back log of X-ray reports and un-discharged patients at Brent UCC on the 14th March 2012.
- To review any problems with care or service delivery.
- To identify opportunities for improvement.
- To establish any actions which can reduce or eliminate the risk of re-occurrence.
- To formulate recommendations and action plan from any items identified in above terms.
- To provide a report as a record of the investigation.
- To provide a means of sharing the learning from the incident.

Clinical Review Progress Update:

At the point of identification there were a total of 5978 patients' electronic notes on the X-ray queue of the patient administration system. There was no evidence or assurance these patients' radiology reports had been reviewed by a doctor at the Brent UCC.

A process was put in place for these x-ray reports to be clinically reviewed by a competent team of radiographers and doctors. The cases were then categorised using the following traffic light system.

Red	Confirmed fracture/ other pathology which may have altered the course of treatment given
Amber	An abnormality identified but on review of patient consultation notes, appropriate care was provided
Green	No fracture or abnormality identified and/or treated appropriately at time of consultation

As at the 3rd May 2012 all of the 5978 cases had been reviewed and categorised as the following:

Red = 96 cases

Amber = 153 cases

Green = 5656

X-Ray unavailable = 73 *

*(in these cases the system notes an x-ray was requested and none is available or an image is on the system without a patient reference. Further work is underway to reconcile these)

All patients in the amber or red categories have been written to inviting them to call the patient hot line set up for this purpose. If a patient rings in, their call is answered, details are taken and a convenient appointment made for an initial telephone consultation with a doctor from the Clinical Investigation Team.

Further updates are scheduled at the Investigation Team Meeting on Wednesday 16th May 2012.

Current systems

Care UK has assured us that the correct process for review of radiology reports has now been implemented and adherence to it validated. The details of the correct process are set out below:

X-ray patient pathway at Brent UCC for Adults – over 18 years of age.

- A patient presents at Brent UCC, if the patient meets the inclusion criteria the patient is booked in and then is seen by a triage nurse.
- If the patient then requires further medical attention the patient is referred onto a Nurse Practitioner or Doctor for a full clinical consultation.
- Once clinically assessed if it is identified the patient requires an X-ray the patient is then referred to the x-ray department in the Central Middlesex Hospital.
- On completion of the x-ray the patient returns to the UCC and is seen by a doctor or a Nurse Practitioner who will make a clinical diagnosis based on the initial x-ray film and treat and/or refer the patient appropriately (please note at this stage the x-ray film has not been reviewed by a reporting expert. consultant Radiologist).

- A Reporting Expert from Central Middlesex Hospital then reviews the films of patients from Brent UCC and returns a full report to Brent UCC electronically within 48 hours.
- The report is then printed off and put into a review file at Brent UCC administration office to be checked by a doctor the next day.
- On review of the Radiologist's report, the doctor categorises the x-ray according to the findings and takes the appropriate actions.
- The doctor then adds any remarks if required to the patients record on Adastra.
- The patient's radiology report goes into a scanning file which is kept in the administration area at Brent UCC.
- The administration staff scan the radiology report into the patient administration system and attach it to the patient's electronic record.
- The completion box is ticked on the patient record as being completed and the electronic discharge file with the radiology report is faxed out to the patient's GP.

X-ray patient pathway at Brent UCC - for patients under the 18 years of age/ vulnerable people

- A patient presents at Brent UCC if the patient meets the inclusion criteria the patient is booked in.
- If on registration the patient is under 18 years of age or is aged 18, 19 or 20 and has a learning disability or it is identified has been in care since 16 years of age this patient's name is checked against the Child Protection Plan Register. For Brent UCC registers are received from the following Social Services Departments: Brent, Ealing, and Hounslow boroughs. If a child's name is found on the register an alert is put onto the patient's file so the consulting clinician is aware the child has a protection plan. The consulting clinicians then have a duty to inform the child's social services department with whom they are known to of the child's attendance and to ensure a special note is put on the child's records so their GP and their community HV team are made aware of the attendance.
- In addition a referral is made to the Liaison Health Visitor at Brent UCC informing them of the child's attendance. The liaison health visitor tracks all attendances of children on the Child Protection Plan register.
- The patient's immediate safety is also assessed and if there are any concerns then the Brent Safeguarding Policy is followed.
- Steps 5 – 10 of the above x-ray process are the same.

Safeguarding

NHS Brent have sought assurance about this incident in relation to safeguarding children. Of the 5,978 patients, approximately 1,300 are children and these records have been checked against the child protection lists and for repeat attenders. The designated professionals for NHS Brent are due to meet with Care UK to review actions taken in respect of these cases on Wednesday 16th May. We are seeking assurance that their systems in relation to safeguarding are fail safe.

Recommendations:

Until completion of the root cause analysis, we can speculate on the factors contributing to the breakdown in systems and that these have been addressed.

We can be assured:

- Care UK promptly reported this incident to us and have taken steps to avoid x-ray reports being overlooked again.
- Patients affected by the incident are being followed up.

Once the report is available, OSC may wish to invite Care UK to a future meeting.

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