

Dear Doctor

## Regarding: Serious incident at Brent Urgent Care Centre

NHS Brent was notified last Friday 30<sup>th</sup> March 2012 by Care UK of a serious incident at Brent UCC.

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

A review of 5% of patients undertaken to date has found that the proportion of patients with a missed pathology is 2%. The issue has been logged as a serious incident and a full investigation is underway. Brent commissioners are represented on the team undertaking the investigation. Guidance and support is being provided by the sector Medical Director and Director of Nursing.

A review of the backlog of cases is underway and is expected to take 2-3 weeks to complete.

Records are also being reviewed to:

- ascertain any repeat attenders
- cross reference against the child protection register
- compare to the complaints register

The table below sets out how the review is categorising patients reviewed and the actions that will follow in each case.

Category	What this means	Actions
Green	No missed pathology	GP will receive a letter to explain and the missed discharge notification. GP will have the opportunity to feed in any relevant clinical information.
Amber	Missed pathology but no clinical risk to patient	GP will receive a letter to explain and the missed discharge notification. GP will have the opportunity to feed in any relevant clinical information.  Patient will receive a letter to explain what has happened
Red	Missed pathology with potential for patient harm	GP will receive a phone call and a letter from Care UK and the missed discharge notification. GP will have the opportunity to feed in any

		relevant clinical information.  Patient will receive a phone call and a letter from Care UK and will be offered a review clinic with a senior Care UK clinician.
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Care UK has assured us that the correct process has now been implemented and adherence to it validated.

NHS Brent will keep you fully informed of progress on the review of the cases and the investigation. Care UK will provide details of a dedicated phone line for concerns in their communications with you about individual patients.

In the meantime if you have any queries please contact Mary Cleary, Deputy Borough Director on 020 8795 6767 or Terilla Bernard on 020 8795 6181.

Yours faithfully

**Jo Ohlson**  
**Borough Director**  
**NHS Brent**