

Dear

Subject: Notification of IT Issue Affecting Delivery of Patient GP Reports

We are writing to inform you of an IT issue that has come to our attention. The issue affects the inclusion of patient reports in the regular pathology GP result feed on the 22nd/23rd April 2024 and for some locations the 18th June, affecting the inclusion of patient reports in the regular pathology GP result feeds.

This has resulted in some reports being missed from the GP link/ MESH transfer (result feed) runs, meaning that they will not have been sent to the electronic health record (eHR) systems used across primary care. We acknowledge and apologise that this has caused a significant delay in the delivery of affected reports, potentially impacting timely patient care and decision-making. However, we would like to reassure you that critical results will have been communicated to the appropriate clinical teams during this time according to the pathology standard operating procedures.

Details and Action taken:

- Our IT team has worked with the supplier to identify reports that have been affected. This will allow us to target our remedial action.
- In your area the total number of affected reports is 575
- The volume per care setting is not uniform meaning that some locations may be more affected than others. Affected locations are appended at the bottom of this letter.
- We are notifying all relevant stakeholders about the issue and the action we are taking to rectify the situation.

Remedial action: In conjunction with the supplier BSPS will re-push the missing reports to the GP systems. This has been scheduled for 3rd September 2024 and will result in an increase in report volume received on that day to be filed in the primary care eHR. There is a small possibility that results may have already been received but we are taking a cautious approach when deciding which reports to resend.

Preventative steps: BSPS continue to work with the supplier to identify the root cause and implement steps to prevent a future reoccurrence of this issue.

Please do not hesitate to contact us if you wish to discuss the issue or action taken further.

Sincerely,

List of affected locations/practices

NHS NORTH WEST LONDON ICB - W2U3Z	575
ALBANY PRACTICE (E85004)	8
ARGYLE HEALTH-ISLEWORTH PRACTICE (E85744)	10
BATH ROAD SURGERY (E85716)	114
BLUE WING FAMILY DOCTOR UNIT (E85058)	11
BRENTFORD FAMILY PRACTICE (E85735)	6
BRENTFORD GROUP PRACTICE (E85605)	10
CARLTON SURGERY (E85024)	6
CHESTNUT PRACTICE (E85059)	2
CHISWICK FAMILY DRS PRACTICE (E85625)	4
CHISWICK HEALTH PRACTICE (E85030)	2
CHISWICK MEDICAL PRACTICE (E85693)	6
CLIFFORD HOUSE MEDICAL CENTRE (E85071)	3
CLIFFORD ROAD SURGERY (E85696)	3
CRANFORD MEDICAL CENTRE (E85052)	7
CROSSLANDS SURGERY (E85114)	14
FAB PCN HUB (Y06969)	1
GILL MEDICAL PRACTICE (E85708)	26
GLEBE STREET SURGERY (E85683)	10
GREEN PRACTICE (E85126)	22
GREENBROOK BEDFONT (E85697)	9
GROVE PARK TERRACE SURGERY (E85746)	4
GROVE VILLAGE MEDICAL CENTRE (E85699)	5
HATTON MEDICAL PRACTICE (E85718)	1
HIYOS (E85062)	21
HMC HEALTH HESTON GREAT WEST (E85739)	9
HOLLY ROAD MEDICAL CENTRE (E85658)	8
HOUNSLOW FAMILY PRACTICE (E85713)	23
HOUNSLOW MEDICAL CENTRE (E85015)	11
JERSEY PRACTICE (E85681)	22
KINGFISHER PRACTICE (E85060)	9

LITTLE PARK SURGERY (E85736)	18
MEDICAL CENTRE (E85096)	12
MOUNT MEDICAL CENTRE (E85035)	7
PENTELOW PRACTICE (E85115)	9
QUEENS PARK MEDICAL PRACTICE (E85734)	3
REDWOOD PRACTICE (E85113)	14
SKYWAYS MEDICAL CENTRE (E85707)	21
SPRING GROVE MEDICAL PRACTICE (E85750)	6
ST DAVIDS PRACTICE (E85056)	10
ST. MARGARETS PRACTICE (E85007)	14
THE PRACTICE FELTHAM (Y02672)	11
THE PRACTICE HEART OF HOUNSLOW (Y02671)	30
THORNBURY ROAD CENTRE FOR HEALTH (E85001)	12
TWICKENHAM PARK MEDICAL CENTRE (E85045)	4
WELLESLEY ROAD PRACTICE (E85692)	4
WEST4 GPS (E85040)	4
WILLOW PRACTICE (E85600)	9



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