

Monday 19 May 2025

Dear GP colleagues,

Delayed inpatient discharge summaries

We would like to make you aware of an issue we have identified with the sending of some inpatient discharge summary documents over the past three months and the action we have taken to rectify the problem.

Summary of the issue

Between 11 February and 15 May 2025, inpatient discharge summaries from Imperial College Healthcare NHS Trust were not sent to GPs or posted on the Care Information Exchange (CIE) and the London Care Record. This was about 10% of the total discharge summaries created in that period. The error was caused by incorrect processing of these documents.

It is common practice for our staff to give patients printed copies of discharge summaries before they leave our hospitals. So, most patients will have received their summary in this way even if it was not sent electronically.

Fixing the problem

We have now resolved the problem so that going forward all discharge summaries will be processed and sent correctly. We are introducing revised checks and balances to help identify any new issues quickly.

Additionally, the primary care leadership team and data and information governance leads have been notified about the incident, which has been escalated.

Sending you the affected discharge summaries

For the majority of the practices impacted, there are fewer than 15 discharge summary documents.

We plan to start sending the discharge summaries affected by this issue from Monday 19 May and apologise for any inconvenience the delay in receiving the documents may have caused.

If there are any concerns regarding patient harms as a result of this delay, please follow your clinical safety process.

How to contact us

For any questions or concerns, please contact:

For technical queries: Matt Kybert, Deputy Chief Information Officer: matthewkybert@nhs.net

For general queries: Joselyn King, Head of GP partnerships: joselyn.king@nhs.net

Kind regards,

Joselyn