

## Shared Learning in Suffolk



### Type of Event:

Information Governance

### Event:

Due to a patients worsening condition, a short notice appointment was made by a Consultants secretary for an outpatient appointment the following day. A letter was automatically generated from the Hospital IT system and sent to the patient. The patient queried that they hadn't been receiving their appointment letters so a copy of the latest appointment letter was given to the patient at the outpatient appointment displaying the address currently held on the IT system. The address on the letter was based in another county. The patient commented that they had never lived at the address; the only link to this address is that of an estranged family member. The issue was then referred to Medical Records and the Information Governance lead for the Hospital who reported it as an incident for investigation.



### Notable Practice:

- Patients address changed immediately
- Information Commissionaires Office informed
- Hospital entering the incorrect address informed
- GP updated
- All staff made aware via an IG update



### Improvement:

- Develop a consistent registration process across the Hospital
- Hospital to be connected to the national spine
- Patient addresses are up to date at their GP practice
- Patients address to be checked prior to documents being sent out



### Learning:

As a result of this incident the following improvements have been made:

- A check of address has been introduced when patients attend the Hospital
- Hospital IT system is now linked to the national spine
- GP practices informed to update the national spine when addresses are changed
- Procedure has been updated to reflect the checking of patients address before documents being sent out