

Quality and Risk Management Group

Highlights

From the meeting held in December 2022

For information: Patient Access to GP Records

Patient access to their GP records in England is changing. The intention that all patients will soon have access to their full GP medical record via the NHS app. In some GP practices, this is already in place. For further information, see: <https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/guidance-on-nhs-app-features/accelerating-patient-access-to-their-record>

It is therefore wise to assume that any time you send patient-specific information to a GP (regardless of whether or not it contains patient details), the patient it concerns will be able to read it. QRMG will produce further guidance on this topic.

Resources

Sustainability within MI

Following on from the UKMi conference, the group recognise the importance and increasing need for guidance in this area. We are working with experts to highlight resources that may be useful to the network which can then be collated in an easy to use document. More on this to follow.

The Essential Resources List

We are working on updating the contents of the ERL, which is a huge task and will be achieved by reviewing it section by section. The first section to be addressed will be mental health, and we plan to include external experts in this process.

Resources not for inclusion on the Essential Resource List and Enquiry Answering Guidelines

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MeDRA Database

This database of agreed manufacturers terminology was highlighted to the group, however upon further investigation is a very complex system, and is too complicated to navigate without training. The information contained within the MeDRA database can be found in the more user friendly [Yellow Card iDAPs](#), therefore the MeDRA Database will not be formally assessed or included on the ERL.

Other QRMG Work

Work in Progress

Good MI Practice Guidance

Generic guidance highlighting good MI practice when replying to enquirers is being drafted in response to patients being able to access their GP records more easily.

QRMG Content Review

New data from Future NHS is allowing us to review our content and assess how relevant it is to the network.

Hints, Tips and Limitations Document

This has been updated and will be published shortly.

Key Performance Indicators

KPIs for MI services are currently under review.

Tertiary Resources

A document comparing tertiary resources that may be accessible either through MI subscriptions or through wider organisation subscriptions will be published in the New Year.

Essential Resources Survey

Early 2023, there will be a survey circulated requesting your views on the ERL's new format. When the link is available, please take the opportunity to tell us what you think.

Incident Reporting in Medicines Information Scheme (IRMIS)

Please continue to report any near misses or errors your centre may experience. These can be valuable learning tools for the wider network. Reports can be made [here](#). Most errors reported this quarter involved interruptions, high workload and urgent deadlines.

The latest IRMIS report is available [here](#) (you will need to be logged in), and will also be disseminated separately. Previous reports, as well as the IRMIS PowerPoint template for local adaption can also be accessed via this link. Keep an eye out for our special edition IRMIS Alert, which will be published soon.

Key recommendations from the latest report:

- Have a phonetic alphabet and list of lookalike/sound-alikes available to staff taking in and responding to enquiries.
- Avoid responding to high risk and clinically urgent questions under pressure. It is good practice to take the question details, end the call and then research the information to provide advice, no matter how simple the question seems.
- Once a response is written, take a break and return to the response to re-read it and cross-check its contents against the questions asked. Where available, ask a colleague to read the question and answer before sending.

Contact

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