

Managing NIIAS Notifications for 'Deceased Patients'

Background

NIIAS monitors all NHS Wales applications and triangulates data from all systems when identifying potential information governance breaches.

Choose Pharmacy uses the following NHS patient applications

- Welsh Demographic System
- Welsh GP Record
- Electronic Discharge Advice Letters (via the Medicines Transcribing & electronic Discharge application)

Controls within the application prevents pharmacists from accessing the records of deceased patients via WDS.

Within NIIAS, Health Board users are receiving notifications of 'deceased patient' accesses for the DMR service. There are two scenarios in which these notifications are generated:

1. Patient is alive but has been recorded as deceased in **ANOTHER** NHS Wales Clinical System (e.g. hospital inpatient application).
2. Patient was alive when DMR initiated but has subsequently died before the consultation is completed and submitted.

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This occurs due to the triangulation of data from all NHS Clinical Systems (not just the systems that Choose uses) within NIIAS. Unfortunately, this cannot be managed nationally as the notification is generated by an incorrect flag on a patient record in a clinical system as a result of user error.

2. Patient was alive when DMR initiated but has subsequently died before the consultation is completed and submitted

NIIAS has rules built into the application that allows users to access patient records in the 60 days following the date of recorded death without generating a notification. This is developed on the principle that healthcare professionals may need to access a record immediately after the death to complete records/for administration purposes.

As such NIIAS will only generate a notification in this scenario where a pharmacist *accesses a record >60 days after the recorded date of death.*

Managing 'Deceased Patient notifications'

In order to ensure that NIIAS notifications for appropriate accesses for DMR (i.e. scenario 1 above) are managed sensitively, initial communication to the Community Pharmacy Contractor should be to confirm that the patient is known to be deceased.

1. If the patient is alive, the NIIAS notification should be marked as closed but the detail of the notification should be reported to NWIS support desk (via local support desk) in order for the inaccurate patient flag to be removed from the record by the organisation managing that patient record. This should be raised as a Servicepoint call including the 'support' ticket information that can be copied from the NIIAS homepage 'support' icon.

This will enable the inappropriate 'deceased' flag to be raised with the organisation managing that data to resolve.

2. Where the patient is deceased but the record has been accessed more than 60 days after the documented date of death, the pharmacy contractor should discuss with the pharmacist the reason for accessing the record, this should be sent to the Health Board and the notification closed if the Health Board is satisfied with the response.

The DMR module provides pharmacists with information relating to open consultations to enable pharmacists to manage open consultations and to follow up and close those where DMR Part 2 is not completed.

The application identifies incomplete DMR records that have been open to enable pharmacists to prioritise follow-up. Consultations will be identified where they have been open for:

- 1-28 days
- 28-56 days

All users should ensure that they regularly review open consultations and seek to follow-up and appropriately close those that no longer meet the criteria for completing the DMR. All incomplete DMRs should be closed within 56 days of opening the consultation (i.e. within 56 days of starting Part 1 of the DMR).