

14 November 2023

Problems with Electronic Patient Records (EPR)

- 1. Do you monitor and log potential patient harms as a result of problems with your Electronic Patient Record (EPR) system?**

Response – The Trust is currently planning the implementation of encompass in 23/24 which is an Electronic Patient Record (EPR) system being rolled out throughout NI. Currently some patient and service user records are held on a number of separate IT systems within the Trust.

NI also has in place a regional Electronic Care Record for a set of defined patient and service user records.

The Trust records any incidents associated with patient and service user information systems on the Trust Incident Management System (DATIX)

- 2. Overall, how many letters to GPs, or documents, have not been sent out as a result of EPR problems?**

Response – GP OP letters from the Trust are available to GP Practices through the NI Electronic Healthcare Record (NIECR) system. OP Letters are also sent directly to GP Practices through Electronic Document Transfer (EDT). The Trust has a backlog of circa 1% of Out Patient letters on the electronic data transfer (EDT) system to be forwarded to GPs (circa 17k) from November 2020- to end August 2023. The Trust is addressing this backlog of letters to GPs.

- 3. Please give the date/s when you discovered these letters were not sent?**

Response - The Trust commenced EDT of Out Patient letters to GPs in November 2020. The Trust regularly monitors the backlog of EDT OP letters.

- 4. Overall, how many incidents of potential patient harm have been connected to your EPR system?**
- 5. Overall, how many incidents involving EPR at your trust have been declared as “serious harm” or a “serious incident”?**
- 6. Overall, how many patient deaths have been connected to EPR?**

*Response 4-6 : Between 01/10/2020 to 30/09/2023 there are 581 reported incidents recorded in the Trust incident reporting system (Datix) under the **Type** codes of **IT Systems, Corruption or inability to recover electronic data or Electronic Medical record**. However, to determine whether there*

14 November 2023

was potential patient harm would take more than 18 hours to locate, retrieve, and extract the information. One Serious Adverse Incident related to the Laboratory Information Management system is included in the figure above.

We estimate that compliance with this element of the request for information would exceed the appropriate costs limit. Under Section 12 of the Freedom of Information 2000, the limit has been specified as £450 and represents the estimated cost of one or more persons spending 18 hours in determining whether we hold the information, locating, retrieving and extracting this information.

7. How much have you spent on your EPR system overall?

Response – this data relates to a large number of regional and local systems and cannot provided

8. How much do you anticipate spending on EPR in the next five years?

Response – the Trust does not hold this data

9. What is the anticipated cost of running the EPR system at your trust annually?

Response – this data relates to a large number of regional and local systems and cannot provided