

When you raise a Quality Alert, you are supporting changes in patient safety for the residents of South East London

Email [SELCCG.qualityalerts@nhs.net](mailto:SELCCG.qualityalerts@nhs.net) to find out more. [Report your Quality alert here](#)

# 'You Said – We did'

## Some Key Vignettes, Lessons Learnt from Quality Alerts and Incidents

August 2021 Edition



There has been an increased concern from GP practices about lack of adequate capacity and access to community lung function services and spirometry testing. This has been unavailable for GP referral since March 2020 due to the pandemic. Several quality alerts have been raised by health professionals over the past few months, for example, a patient was seen in Arrhythmia Clinic at a local hospital on 27<sup>th</sup> April 2021. The cardiologist wrote to the practice requesting the GP to arrange a respiratory test to investigate further respiratory causes for her symptoms through the GP surgery. However, there is no respiratory service/lung function test clinic in the hospital or community for GP practices to refer patients.

**These alerts have supported discussions with commissioners and local Trusts and enabled the following actions to be identified:**

- The local Community Spirometry service will be restarting in September 2021, Hospitals will be providing additional capacity for testing
- Due to limited access to venues and the required enhanced infection control procedures, it has been agreed that the service will be restarting only with limited capacity in the first instance.
- Agreed that additional capacity will be added in October/November 2021.
- Further work is ongoing to move the service back to the community setting in the near future

Practices are reminded to raise quality alerts if they experience significant delays in referring patients.



Patient (child) was examined by GP in September 2020 and noted to have Neurocutaneous Stigmata and fleshy growth in lumbar region. GP ordered MRI head and spine via email sent to local hospital. On review in the follow up appointment with the GP in February 2021, mother informed the GP this had not yet been carried out. GP chased multiple times with local radiology department and was informed that the referral had been missed and this would be expedited but GP did not receive any other correspondence on when the appointment would be. Then GP was informed that the patient would be attending Hippo Assessment Unit following possible seizure in June 2021. On looking at Connect Care, the GP noted a very abnormal MRI result showing Tuberous Sclerosis changes which they recommended urgent Neurosurgical referral (the MRI was done on 29/3/2021 and the MRI reported on 16/4/2021). However, the GP was not informed of the result and there was no evidence an e-mail had been sent to the GP or to the paediatric secretaries. GP spoke to the parents and the neurosurgical team. The child was transferred to local hospital for neurosurgical input the following day.

**This alert has enabled the following lessons and actions to be identified by the local Trust:**

- The Trust will ensure the referral process for external hospitals is robust. An e-mail to the neuroradiology appointments address is probably fine, but there needs to be a mechanism in place by which the admin team know if the e-mail has been actioned or not.
- The Trust will ensure there is a robust system in place to send reports/results to external referrers. They will make sure external referrers can be fully registered on CRIS with a name and address and/or they will send these reports by e-mail, in which case they will need to highlight this within CRIS.
- The radiologists could also contact the neurosurgeons directly if a significant finding such as this is identified. The Trust will raise this with the Clinical Lead for Neuroradiology to explore and take forward.

*Your quality alerts are appreciated and support system wide learning and patient safety which can lead to improvements in quality in the care of our residents. [Report your Quality alert here](#)*