

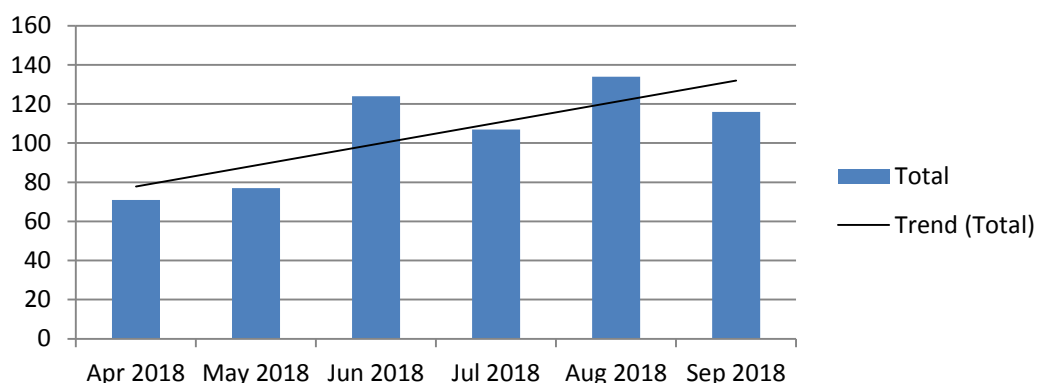
TCS report - October 2018

Context and summary

2017/2018 – (September to March) **592** concerns were received (Av. 85 per month)

2018/2019 – (April to 18 October) **705** concerns have been received (Av. 105 per month) a total of **80%** have been responded to (some are still within timescales).

Total number of concerns received April - September 2018



August and September - 244 concerns received

- 192 have been responded to and closed (78%)
- 112 of August's 130 appropriate concerns have currently been closed (86%)
- 84 of September's 112 appropriate concerns have been closed (74%)

Concern Issues:

- **Consultant to Consultant Policy**
- **Result and GP Follow-up requests**
- **Cancer Communication**

Actions:

- Consultant to Consultant Referral Policy – Draft Circulated
- Cancer Communication – meeting booked with Cancer Leadership Team to look at who? When? and how? communication with Primary Care and patients takes place.
- 28 Day prescribing from Neurology – resolved and now working within Policy. Historically this was not the case.
- Electronic prescribing into the community – discussions held with CIO and the functionality is being developed currently.
- Working with LLR Patient Safety Team looking at historic concerns not classed as closed
- Met with Booking Centre Team to look at appointment process and interface issues arising