

A Guide to Review Backlog Documents

v1.3

1. Your Clinical Board Lead working with administration teams will circulate the spreadsheets to the consultants responsible for unsent documents.
2. You will first receive External Documents for the period - 1st August 2022 to 31st July 2023 which is considered the highest priority. Followed by a single spreadsheet including:
 - External documents 1st August 2022 to 31st July 2023
 - Internal document January 2018 to July 2022
 - External documents January 2018 to July 2022
3. The spreadsheets contain the unsent documents for the Clinical Board, and you will need to filter to show your own documents:
 - Please click on the square filter box in the **Lead Clinician** column (B)
 - Type your name in the Search box
 - Click **OK**. Only your documents will be shown
4. The list includes the document types normally sent to patients and/or other clinicians:

Advice Letter	Neonatal Discharge Summary
Appointment Confirmation	Oncology referral letter
Cancer Treatment Summary	Outpatient Discharge
Child Protection Medical Report	PICU Discharge Death Notification
Cleft Report	PICU Transfer Discharge Notification
Clinic Letter	Post-Transplant Letter
Discharge Summary	Results Letter
Duty of Candour Safety Incident	Serious Illness Care Conversation
EHCP	Short 28d Faster Diagnosis Letter
ICU Summary for Patient and GP	Short Clinic Letter
ICU to ICU Transfer Summary	Short Note
MDT Letter	

5. You may have letters assigned to clinicians who have left the Trust or are on leave. The clinical board will need to agree who will be able to complete and finalise these documents and they will need to be reassigned (there is a SOP that sets out how to do this and admin teams can also action this).
6. Please work with your secretary and/or office manager to review these documents:
 - In some Specialities/Teams your administration team may have already/or be able to remove duplicates. For example, a document may have been started but superseded by another document that has been sent. You can 'REJECT' the duplicate as shown below. The 'reject' document will still require clinician authorisation.

7. Reviewing your own documents in eRecord

- i. Open eRecord, PowerChart
- ii. Copy the patient’s hospital number (MRN) from the spreadsheet (column D) into the PowerChart search box  (at the top right of the screen) and open Document Store (in the blue side menu):



- iii. Review the document from the spreadsheet in the context of the other letters
- iv. Open **Doc Finalisation** in the top menu
- v. Paste the patient’s MRN into the **Filter documents** box
- vi. Click on the letter to open it
- vii. Decide which of the 3 actions is appropriate:

1	<p>The document is a duplicate or started in error</p>	<ul style="list-style-type: none"> • click Reject and put an explanation in free-text box Tip: to recognise duplicates list in date order.
2	<p>The document should stay in Doc Store, but it is not appropriate to be sent externally</p>	<ul style="list-style-type: none"> • click Edit • type/dictate an explanation at the top of the document for example, “on review not clinically required to be sent to patient and GP” • delete all recipients - click the X after the names above the letter, so that the document will not be sent to anyone) • click Sign and Send (This will SAVE the document) • click Yes to acknowledge that there are no recipients
3	<p>The document should be sent now</p> <p>If you are signing on behalf of others, you may wish to change the admin team and relevant contact number on the letter.</p> <p>Please note that medication lists in historical discharge summaries are likely to be out of date. You can see a patient’s current medication in the Great</p>	<ul style="list-style-type: none"> • click Edit • add this text at the top of the letter (above “Your patient...”) <p>PLEASE NOTE THAT THIS LETTER HAS BEEN DELAYED</p> <p>We apologise for any problems that this has caused. If you have any questions about this letter or any action you have been asked to take, please contact the consultant (team) shown above.</p> <ul style="list-style-type: none"> • if there are actions which need to be completed, please contact the patient or GP directly

	<p>North Care Record and/or remove the old medication list from the letter.</p> <p>If patient has died, please send discharge summary confirming death – you must remove patient’s name, to prevent their relatives receiving the letter. For older documents, the practice will reopen the closed record to file.</p>	<ul style="list-style-type: none"> • review any outstanding actions for the patient or other clinicians and follow up. Complete any actions yourself, as far as possible • make any necessary changes and/or add additional explanation into the body of the letter • if necessary, to you may need to sign others’ document. <u>You must change the signing clinician, or the document will not send.</u> • click Sign and Send – This will then be sent to your secretary’s print list.
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viii. Record on the spreadsheet and return this to you administration team/lead

<p>The Action you have taken in the drop-down list (column M)</p>	<ul style="list-style-type: none"> • - Edited – sent • - Edited – not sent • - Rejected
<p>Your assessment of Harm (column N) which may have occurred to the patient as a result of the delay</p>	<ul style="list-style-type: none"> • No evidence of harm • Potential harm – add details in next column (Harms should be followed up in the usual way)

8. Missing documents in Powerchart

- Some documents in the spreadsheet are not showing in Powerchart when searching. Alternatively, you can search for the documents via the Document store app.
- To bring up the document add “=the document id number” at the end of the url address as below. The document ID is in column L of the spreadsheet. It is likely that the dates will not match but there may be a copy letter, in examples of this the document has been created later than the original one that has been sent.

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https://documentstore.app/cernviewer/loadpdf?documentid=84497793
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- If you find the document is a duplicate, please select a 4th option in the drop down in the spreadsheet “Not in view in Powerchart, but confirmed duplicate can be deleted”. We will have to remove these in a different way as you will not be able to ‘reject’ them.
- If you cannot find the document please select 5th option ‘document not found, no action taken’.

9. Recording of harm. An additional question has been added to the DATIX system.

★ Is this incident related to the unverified documents CQC review?

- Yes
- No

This is now live in Datix.

END