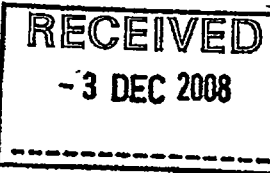


Learning out of Concerns - LOOC

Locality Manager: Trevor Abbotts

Investigating Officer: Brendan O'Reilly

Ref: 011/09 **Complainant:** PB **Location:** DOP



Please find below actions/recommendations made as a result of the above complaint investigation.

Please complete the information below and attach any evidence (e.g. meeting minutes, changes to procedures, copy of relevant page in medical notes) then return this form to the Complaints Manager once the actions have been completed.

ACTION / RECOMMENDATION	Completed	By whom	Date	Evidence
1. Flag should inform staff that two people of the same name and need to check.	Y	Systems Manager	1.12.08	ePEX Release 28.3 – Enhanced Checks for Duplicates.
2. Checks by admin staff prior to adding to a record need to occur using the above index system. Rachel Gray, EPEX Systems Manager to check if this is possible with Back Office Manager next week on her return to work.	Y	All Users	1.12.08	Carry our re-registration checks on system – refer to Trust policy and ePEX training sheets. System Manager to address duplicates on system via ePEX Daily Maintenance Report and being informed by staff using ePEX.
3. Epex Users to use the correct procedure for checking as outlined by the Systems Manager in her recent memo of the 21 st May.	Y	All users	1.12.08	Trust Policy – Data Quality Policy NCP 28.1 Checking Service User Details and Maintaining Consistency between Key Operational Systems NCP 28.6.

Please return to:

HPT Complaints Manager, Swathling, Tom Rudd Unit, Moorgreen or fax to 023 8047 5260

Learning out of Concerns - LOOC

<p>Signed & dated as complete by Locality Manager</p>	<p>Code A 1.12.08.</p>
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**Please return to:
HPT Complaints Manager, Swathling, Tom Rudd Unit, Moorgreen or fax to 023 8047 5260**
