

eRS: A No-Cost Solution for the Medical Examiner Service

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ASHFORD & ST. PETER'S HOSPITAL MEDICAL EXAMINER SERVICE RESOLVE THE CHALLENGE OF A NATIONAL COMMUNITY ROLE-OUT WITH CONSIDERATION FOR SUSTAINABILITY AND ENVIRONMENTAL IMPACT

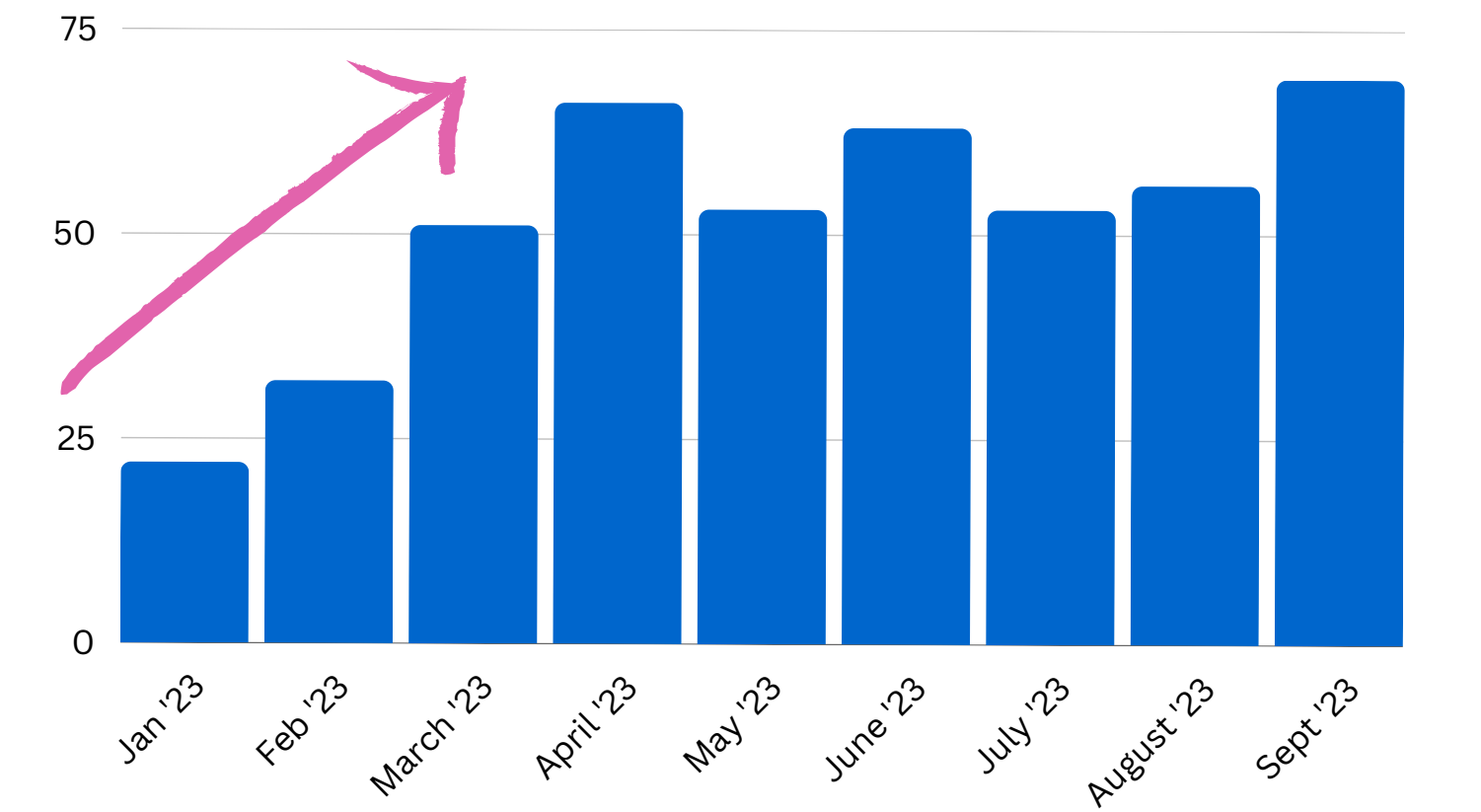


Image 2. Number of referrals received from GPs in 2023.



1.

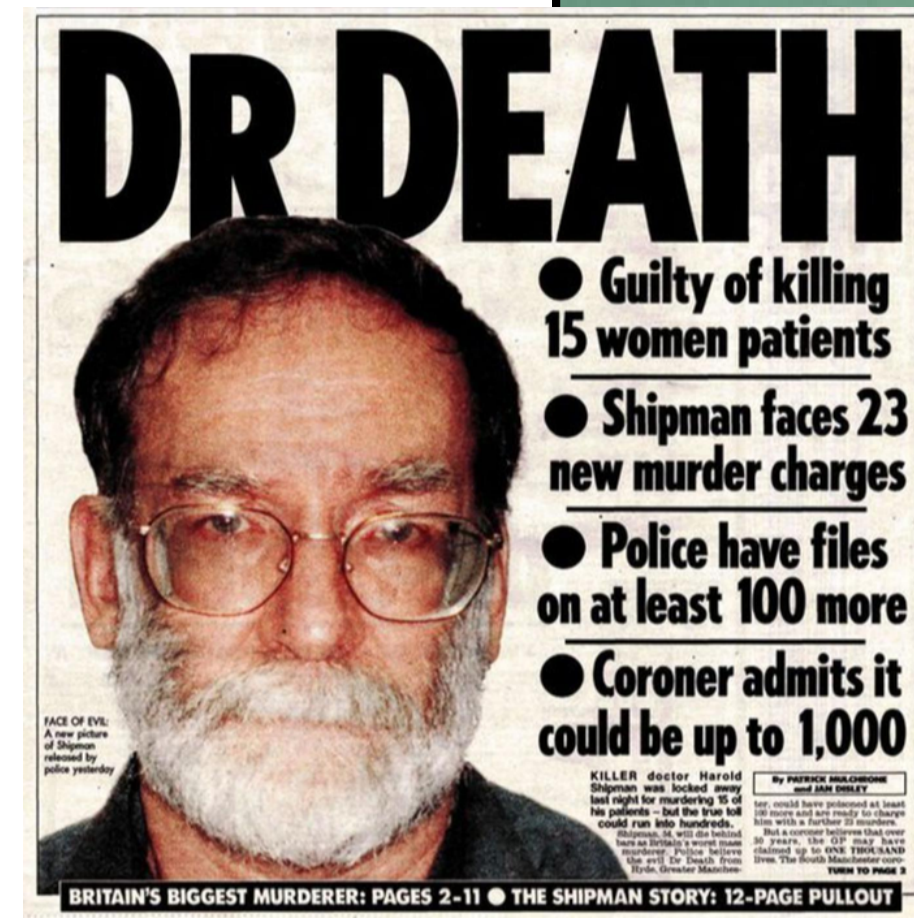


Image 1. Newspaper coverage of Dr Harold Shipman and Dame Janet Smith DBE at The Shipman Inquiry.

INTRODUCTION

IN RESPONSE TO NUMEROUS INQUIRIES INCLUDING SHIPMAN AND MID STAFFS, THE MEDICAL EXAMINER SYSTEM IS BEING ROLLED OUT ACROSS ENGLAND AND WALES TO PROVIDE INDEPENDENT SCRUTINY OF DEATHS AND TO GIVE BEREAVED PEOPLE A VOICE.

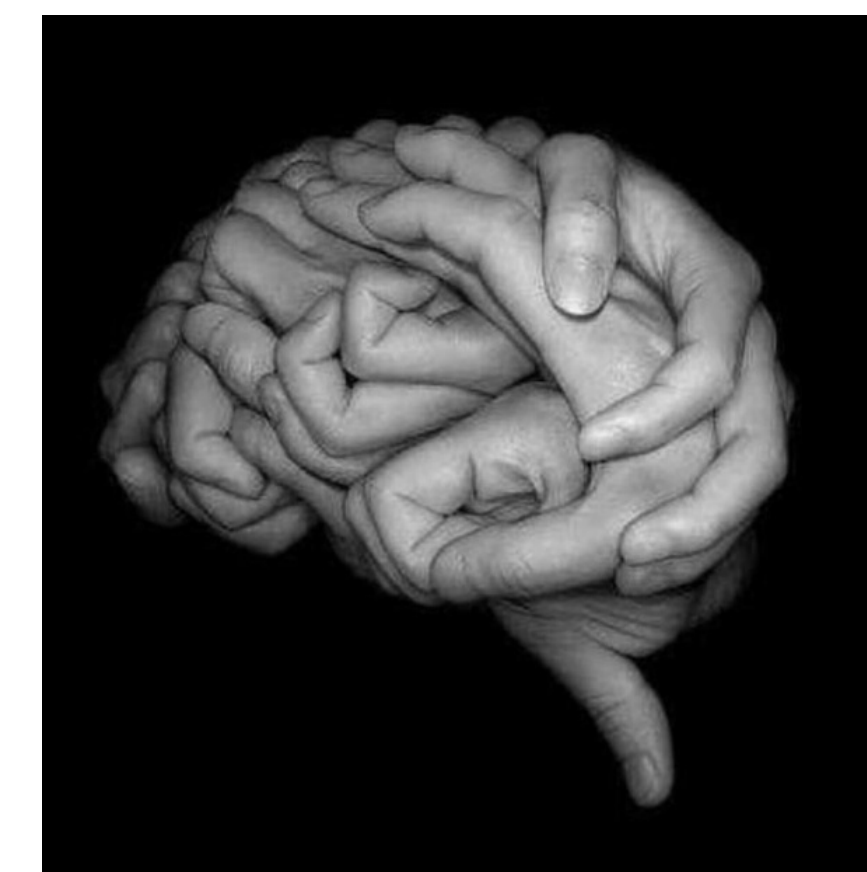
IN APRIL 2024, SCRUTINY OF NON-CORONIAL DEATHS IN ALL SETTINGS WILL BE STATUTORY.

OBJECTIVE

To identify a simple, cost effective and sustainable solution to the challenge of both knowing when and where a death has occurred, and receiving the relevant information to provide proportionate scrutiny.

METHODOLOGY

1. Pilot community referrals with hospices
2. Identify a 'One Button Press' solution
3. Multi-agency collaboration to roll out
4. Successfully roll out eRS to all GP practices



3.



Image 3. Since launch, the eRS ME referrals system has saved 9611 pages of paper

RESULTS

SUSTAINABILITY

A no cost solution, utilising existing, tried and tested technology that is already available to every part of the national organisation.

THEME REPORTING

The vantage-point of the Medical Examiners Office, with an overview of deaths in all settings, provides an early warning system.

TRANSFERABILITY

eRS has been scaled up to national protocol and is one of three recognised techniques adopted by NHS England to establish community referrals.

ZERO WASTE

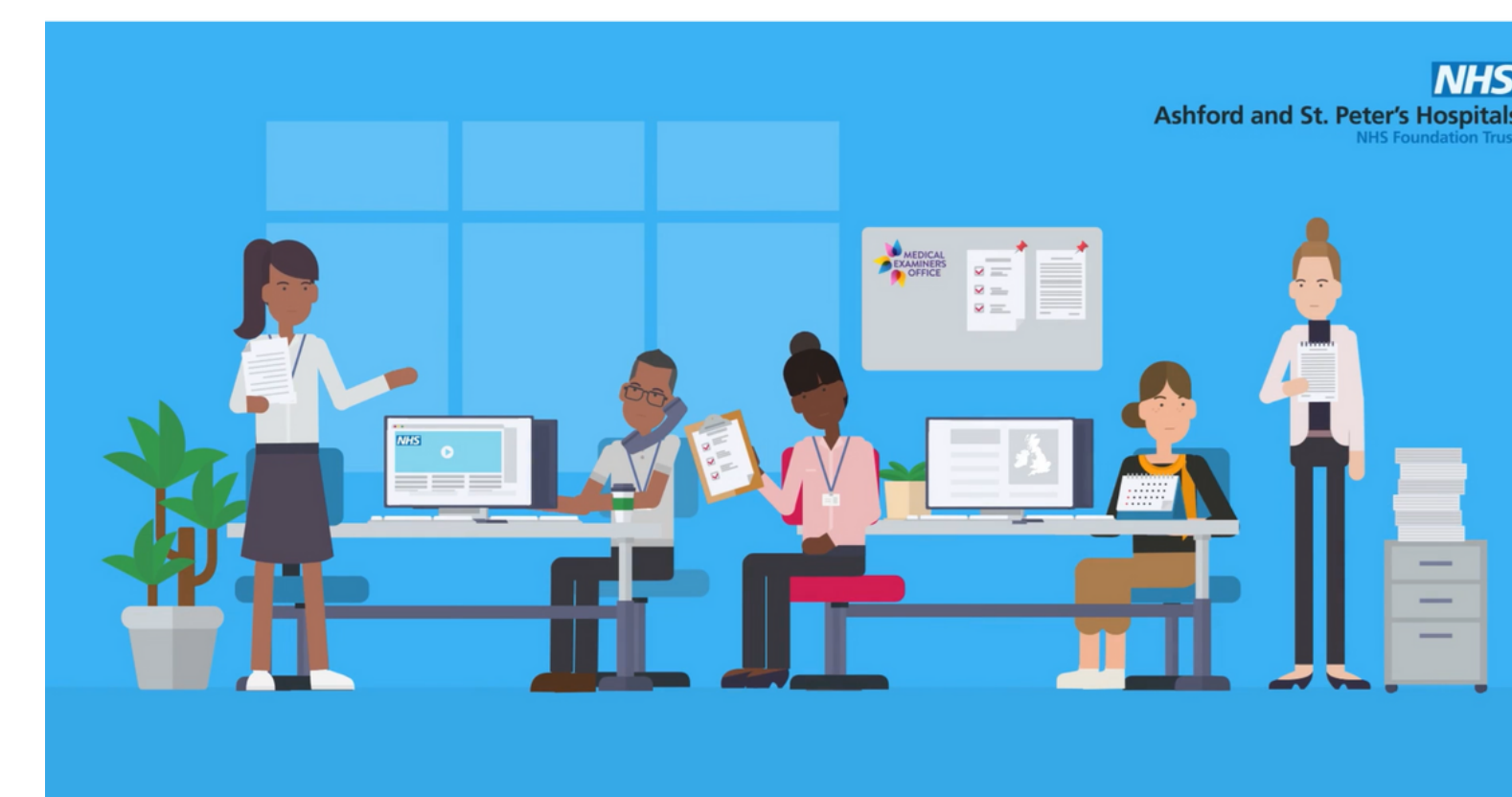
Using an electronic 'One Button Press' solution enables a paperless system, further reducing cost and achieving zero waste.

FUTUREPROOF

The functionality of eRS across the NHS, in enabling patients to manage their appointments and results, assures its future.

DISSEMINATION

Published and presented nationally, achieving shortlisting for a national Patient Experience Network (PENNA) award.



4.

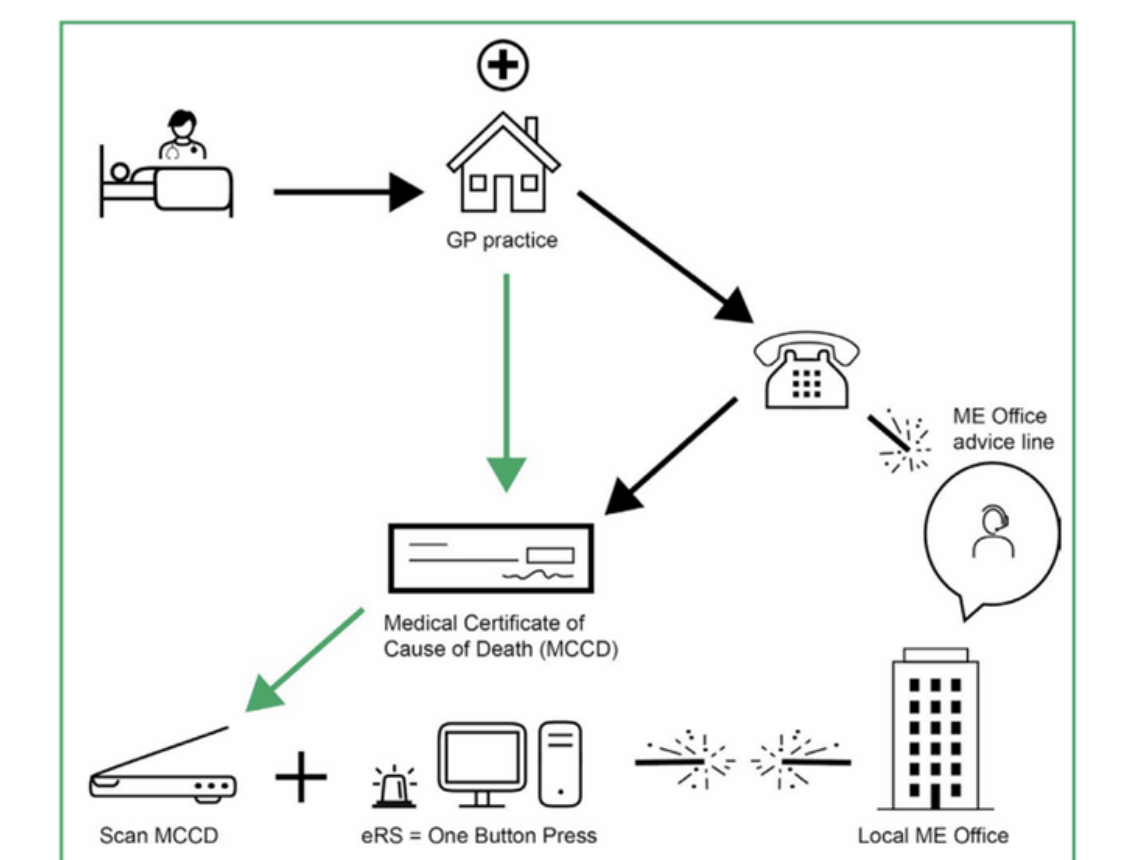


Image 4. Community referral SOP

5.



Image 5. Article published in The Bulletin of the Royal College of Pathologists

CONCLUSION

The NHS Electronic Referral Service (eRS) has exceeded expectations, providing a no-cost, sustainable national solution, offering simplicity which avoids burdening an already overstretched primary care system.

From inception, born from clinical experience in delivering care in today's NHS, to the identification of key stakeholders and the subsequent collaboration, the eRS project is a fantastic example of what can be achieved when organisations across the NHS work together. Relentless positivity for a goal worth achieving, and a focus on what really matters, has resulted in an environmentally considered outcome, and a zero cost, zero waste solution delivered ahead of time.

