South Eastern Health and Social Care Trust

Paper No: SET/129/26
Trust Board Meeting: 24 June 2026
Public Agenda Item 8.3

Title of Paper: encompass update: Rejected GP Letters			
For Decision	**For Assurance**	**For Information**	**For Discussion**

1.0	**Background:**
	2 June 2026 EMT received a briefing regarding an emerging issue that encompass rejected letters has resulted in Referral rejection letters not being sent to GPs. Therefore, GPs were not aware of the outcome of the referral. It is understood that this was due to a technical failing.
2.0	**Key Issues:**
	• Trusts checking a number of affected patients records to identify if patient care has been potentially delayed or potential patient harm caused as a consequence. • In response, missing letters have now been issued by encompass/ manually by Trusts. • GPs have been asked to re-refer patients where concerns remain. • Governance and oversight has been strengthened by the establishment of monitoring and validation processes to ensure patients are appropriately triaged and where required added to the waiting lists using the original referral date to ensure the patient being disadvantaged. • A weekly Regional Root Cause Analysis (RCA) meeting has been established, chaired by the David Wilson senior CCIO within Encompass. Trust in attendance. • Issues are being tracked and monitored via Datix system with input and support from Digital Safety, Risk Management and working alongside our clinical directors and CCIO in the Trust.
3.0	**Link to Strategic Objectives:**
	Our People ☐ Population Health & Health Inequalities ☐ Delivering Care Closer to Home ☐ Hospital Care ☐ Safety, Quality and Experience of Care ☒
4.0	**Resource Implications (inc Organisational, Financial, Human Resources):**
	1. Organisational
	Potential for reputational and legal risk
	2. Financial
	Trust is managing the validations within directorates and services. No additional resources have currently been requested.
	3. Human Resources

	The incident has required support from various Trust Teams including Operational teams, Digital Safety, Risk management, Communications, CCIO, Medical Director office and encompass team.
	4. Environmental Factors? Yes ☐ No ☒
5.0	**Impact on Safety, Quality and Experience (SQE):**
	1. Safety
	In addition to notes above it is noted that if any emerging safety issues come forward the Trust will record and monitor via the DATIX system. The Trust will continue to fully engage with the regional RCA and take action as appropriate.
	2. Quality
	Where training or education gaps are identified this will be organised with the respective teams including the revision of any operating processes and tip sheets in encompass. The encompass team will remain fully involved in ensuring the Trust is assured that any technically fixes are robustly tested before going into live production environment.
	3. Experience
	Letters have been issued and GP's encouraged to re-refer any individual patients where concern remains.
6.0	**Key Risks and Proposals to Mitigate:**
	1. Key Risks
	Mitigation of inappropriate delay being dealt with as above with clinical staff fully involved.
	2. Proposals to Mitigate
	- Datix monitoring - Weekly validation reports shared with each Operational directorate - Directorate led validation - Regular update at Trust encompass Optimisation group and as appropriate to EMT - RCA attendance by trust and involvement in agreeing any appropriate processes and actions that need taken forward. - Shared learning/ embed training as appropriate - Ensure appropriate follow up actions have been undertaken.
7.0	**Risk Register:**
	It is listed on BAF? Yes ☐ No ☒ Is it listed on CRR? Yes ☐ No ☒

Lead Director:	**Helen Moore, Director of Planning Performance and Informatics**
Date:	**17 June 2026**

Reasons for Paper Presentation

Approval	*Used when an item requires a formal agreement or endorsement by the meeting / committee members. Examples are approving minutes, budgets, proposals or policies.*
Assurance	*Used when an item can be measured against a certain criteria / standard. Examples are a project is on course with delivery or financial targets are being met.*
Information	*Used when an item is presented for the purpose of updating or informing the attendees without requiring a decision or action, such as reports, updates, or announcements.*
Discussion	*Used when an item is listed primarily for open discussion, brainstorming or gathering input from the members without requiring an immediate decision.*