



Chief Executives, HSS Boards:

For cascade to –

- Directors of Public Health
- Chief Nursing Officers
- Directors of Social Services
- Directors of Pharmaceutical Services
- Directors of Primary Care
- Directors of Dental Services

Chief Executives, HSS Trusts (existing & new):

For cascade to –

- Medical Directors
- Directors of Nursing
- Directors of Pharmacy
- Directors of Social Care

Chief Executive Designate, Health & Social Services
Authority

Chief Executives, HSS Agencies

General Medical, Community Pharmacy

General Dental & Ophthalmic Practices

Castle Buildings

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Your Ref:

Our Ref: HSS(SQSD) 18/2007

Date: 08 March 2007

Dear Colleagues

Conducting Patient Service Reviews/Lookback Exercises

A number of Patient Service Reviews have had to be conducted in recent years, most notably the review of endoscopes in 2004 and the review of breast screening in 2005.

Following these events the HPSS Regional Governance Network recognised the need to share the learning from these exercises and established a subgroup to develop guidance based on the experience of members.

The subgroup has now produced *A Practical Guide to Conducting Patient Service Reviews or Look Back Exercises*.

The subgroup members have harnessed their collective experience to advise on:

- Initiating a service review;
- Initial planning;
- Establishing patient helplines (staffing, training, record keeping and location);
- Establishing a patient database;

- The role of the Service Review Team; and
- The process of the Review (including sample documentation).

This is a fine example of the HPSS sharing best practice and I commend the Guide to you as an extremely useful source of reference material should the need for such an exercise occur in the future.

I would also like to thank the HPSS Regional Governance Network and, particularly the subgroup members, for their efforts and commitment in producing this Practical Guide.

Yours sincerely



Maura Briscoe
Safety, Quality and Standards Directorate
Office of the Chief Medical Officer

- cc.** Chief Executive, Regulation & Quality Improvement Authority
Chief Executive, Health Estates Agency
Chief Officers, HSS Councils
Chief Executive, NI Social Care Council
Chief Executive, NI Practice & Education Council
Chief Executive, NI Medical & Dental Training Agency
Chief Executive, Mental Health Commission
Director, NI Centre for Post Graduate Pharmaceutical Education and Training
Sub-Group members
Risk Managers/CSCG Leads
CSCG Support Team, Director
Regional Governance Adviser
Chief Professional Officers- DHSSPS
Policy Directorate leads- Primary, Secondary Care and Social Policy Group