

Ref: FOI/GS/ID 8297

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net
www.mtw.nhs.uk

30 June 2023

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to the disclosure of blood results to Trust Out-Patients.

You asked:

- 1- Are MTWNHS Trust outpatients currently entitled to an electronic copy of their own blood analysis results?*
- 2- Outpatient Care – Please provide me with an electronic copy of your said policy, SOP and /or framework within the Trust, which explains how the communication of laboratory/blood test results to out-patients by telephone or e mail are set out.*
- 3- Following a request by the outpatient's clinician or his/her team to take bloods for analysis, what is the mechanism to ensure that any unexpected or urgent findings within a patient's blood analysis are clearly articulated to those out-patients within a reasonable time?*
- 4- Has there been a change or amendment in policy within the Trust in last three months, or a series of meetings concerning the disclosure of personal information, namely the release of laboratory blood results to patients outside the hospital setting, both by electronic means and by way of telephone calls?*
- 5- If there has been a meeting or a series of meetings in this regard, can you please provide me with an electronic copy of the agendas, as well as the full minutes for such recent meetings within the MTWNHS Trust?*
- 6- Was the outcome at this meeting or meetings to cease forthwith sending out, or handing out electronic blood result analysis to out-patients recorded as an official decision in the meeting minutes?*
- 7- Further to Point 6, can you please provide me with a copy of this decision and rationale behind such a decision, along with any policy impact assessment or evaluation that was conducted to change the blood disclosure regime to out-patients in the community?*

8- If the decision at this meeting(s), or at the conclusion of any subsequent 'actions' arising from this meeting or subsequent meetings to prohibit/ block electronic laboratory blood results from being sent out or handed to out-patients, can I kindly have a copy of any alternative arrangements that have been considered to pass such blood analysis to patients, or reasons why these options were not viable and not implemented?

Trust response:

1- Patients are legally entitled to see their own records. However, there is not currently a method for the laboratory to feed results into the patients NHS app.

2- Results are currently sent electronically to the requesting physician. It is their responsibility to inform the patient of the results. The laboratory does not email results directly to the patient.

3- There are Standard Operating Procedures (SOP's) which cover urgent/critical findings (copies are attached to this email) – please note that the call would be to the clinical team looking after the patient not to the patient directly.

4- No

5- No – Not applicable (N/A)

6- N/A

7- N/A

8- N/A