

25th November 2021

BY EMAIL

equest-790621-081712eb@whatdotheyknow.com

Our Ref: FOI 1567

Dear Ms Eccleston,

I am writing to you in response to your Freedom of Information request received by the Regulation and Quality Improvement Authority (RQIA) on 10th September 2021 in which you requested information relating to the Review of Deceased Patient Records.

Firstly, please accept my sincere apologies for the delay in providing you with a formal response regarding this request.

Please find a response to your request below:

We have been informed by relatives of the deceased that their report has been held back until next year and a complaint has been raised. However, others have been told that it will be ready in a couple of days. Please can you clarify when this report will be produced?

The Royal College of Physicians have indicated they will produce individual patient summary reports for each of the 45 deceased patients based on their review of records, and family evidence where provided, by April 2022. These will be provided to those families who wish to receive this information.

Please can you advise on the disparity in timeframes relayed to relatives?

During May and June 2021, the Family Liaison Team met with a number of families whose deceased relatives have been selected for review during Phase 2 of the Expert Review. The team acknowledge that, in good faith and as was their understanding at the time, families were advised that we anticipated the review would be completed by late summer 2021.

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Victoria House
15-27 Gloucester Street
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However, the team found, as it continued its engagement with family members during the summer that a longer period was needed to ensure family concerns were recorded to the satisfaction of individual families, in preparation for submission to the Expert Review panel.

The Expert Review of the records commenced in August 2021. In keeping with an approach of no surprises, the Family Liaison Team will continue to keep in regular contact with each of the families who have engaged with us to provide them with updates on expected timescales for the reports as these become clearer. The team will offer each family a range of options for receiving the information within the case summary report.

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to The Business Services Organisation (BSO), which provides an Information Governance service on our behalf:

Post: Information Governance Manager,
2 Franklin Street,
Belfast,
BT2 8DQ

Email: foi.bso@hscni.net

If, following an internal review, carried out by an independent decision making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint to the Information Commissioner's Office and ask that they investigate whether the RQIA has complied with the terms of the Freedom of Information Act

You can contact Information Commissioner at:

Website: www.ico.org.uk
Phone: 0303 123 1113
Email: icocasework@ico.org.uk
Post: Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast
BT7 2JB

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,



Emer Hopkins
Interim Director of Improvement, RQIA