**WRITTEN QUESTION TO THE MINISTER FOR HEALTH AND SOCIAL SERVICES
BY DEPUTY T.A. COLES OF ST. HELIER SOUTH
QUESTION SUBMITTED ON MONDAY 27th MARCH 2023
ANSWER TO BE TABLED ON MONDAY 3rd APRIL 2023**

Question

In relation to the files/records of patients, will the Minister provide details on the following –

   (a) when is a file considered missing;
   (b) when is a file considered lost;
   (c) what records are kept of missing or lost files;
   (d) how many records are currently considered missing;
   (e) how many records are currently considered lost; and
   (f) at what point is the patient notified that their records are missing or lost?

Answer

The following response has been provided by Health and Community Services. In light of the response, the Minister will investigate this matter further so that she can assure the Assembly that robust policies and procedures are in place.

   (a) If a record is not immediately available in the location it is scanned to within the Trakcare system it is considered unavailable. An immediate search is carried out with the last recorded users of the record to locate it. Following this, internal communications are sent out to highlight the record for retrieval. If it has not been located following this process, the record would be considered as missing and further searches take place to locate it. In this circumstance a temporary set of notes is produced to enable continued care delivery for the patient.
   (b) Files are not categorised as lost.
   (c) When a record is considered missing, it is annotated within the record on Trakcare as 'Medical Record Missing'. This entry remains on the record history throughout its life.
   (d) 84 records are currently classified as missing on Trak.
   (e) Nil.
   (f) A patient may be notified that their records are considered missing during a session of care or after a specific request to view their records, where in either case the record is not immediately available or annotated on the last entry of the record history as 'Medical Record Missing'.