



Senator Tom Binet
Minister for Health and Social Services

BY EMAIL

27th July 2026

Dear Minister,

Re. Hospital Discharge Letters to GP Practices

The Health and Social Security Scrutiny Panel has noted your statement of 15th July 2026 regarding the computer systems issue that may have resulted in approximately 7,300 hospital discharge letters not being received by GP practices.

The Panel understands that measures have been undertaken to resolve the issue and review any impact on patients. Given the significance of discharge communications in ensuring continuity of care between secondary and primary healthcare providers, the Panel is seeking further information regarding the circumstances surrounding this issue, and the actions being taken to address it.

The Panel would be grateful if you could provide responses to the following questions:

Nature and cause of the issue

- When was the issue first identified, how long had it existed, and what was the underlying cause?
- Are there any concerns regarding the performance or oversight of the third-party software provider?

Scope and impact

- Have all affected patients been identified, and what assessment has been undertaken of the clinical impact?
- Have any incidents been identified where failures in communication of discharge information resulted in delays to care, medication issues, missed follow-up, or adverse patient outcomes?

Actions taken to resolve the issue

- What action has been taken to ensure GP practices receive all outstanding discharge letters and that affected patient records are complete and accurate?
- Is any resource support is being provided to GP practices in reviewing potentially affected patients?



Mitigation and future prevention

- What interim measures have been introduced to protect patient safety while the issue is being resolved?
- What longer-term improvements to system monitoring, assurance and governance arrangements will be implemented to prevent a recurrence, and have similar risks been assessed elsewhere within Health and Care Jersey systems?

Implications for patients

Finally, the Panel is particularly keen to understand the implications for patients and would welcome further information on:

- The Department's assessment of the risks posed to patients by this issue and any impact identified to date.
- Whether affected patients will be informed and, if so, how this will be managed.
- Whether delays to medication reviews, referrals, investigations, follow-up care or treatment have been identified.
- What reassurance can be provided to Islanders regarding patient safety and continuity of care, and whether any patients have been advised to take action as a result of the issue.

The Panel would appreciate a response by Monday 3rd August. We would also welcome details of any planned public reporting or updates on this issue.

Yours sincerely,

Deputy Beatriz Porée
Chair, Health and Social Security Scrutiny Panel