



SBS Incident Backlog of Medical Records

02/02/2018

You may recall that we published advice in our [December 2016 Newsletter](#) about the repatriation of documents for patient records from NHS SBS which included compensation for the extra work that practices had to undertake to process these documents. Following a review of the documents it was identified that a small number of patients may have suffered harm as a result of the delays in processing this documentation. NHS England (Project administrator Jonathan Brook jonathan.brook@nhs.net 0800 0289723) have now written to some practices with instructions about what to do in these cases. As there may be a significant amount of work involved in completing this work we have sought assurance that practices will receive recompense for undertaking this work and have received the following from the GPC:

Any additional work required of practices with regard to patients that might have experienced harm due to the SBS issues, would receive £250 per patient. This is in addition to the sums available for repatriation of the clinical correspondence. This was agreed between NHS England and GPC when the incident was recognised a number of years ago and therefore I would recommend that you respond to the original email requesting confirmation of the £250 per patient fee to carry out this additional work.

This is separate from a second batch of documents which practices may have received in the last quarter of 2017 for which the following payments would be paid for processing:

No. of documents received and agreed payment

- 20 or less - Fixed payment of £50
- Between 21-50 - Fixed payment of £100
- Over 50 - £50 per 10 items

If you have any queries that you can't resolve with the dedicated NHSE Project Team (Project administrator Jonathan Brook jonathan.brook@nhs.net 0800 0289723), then please contact the LMC Office.

Kind Regards

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For further information, or to arrange an interview, please contact:
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