

Mr Michael Jones



Complaints and Legal Services
2nd Floor, Tabard House
Guy's Hospital
Great Maze Pond
London SE1 9RT

Tel: 020 7188 3514

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Reference N5446/JACGRA

Dear Mr Jones

I am writing further to your letter of 19 March 2013 and our subsequent correspondence.

I am sorry to hear that you have concerns about the provision and reporting of an MRI scan undertaken in October 2008. I have asked Mrs Lesley Graham, Clinical Director /Head of Nursing for Medical Specialties to liaise with Clinical Imaging, Information Governance and with Neurology to investigate this matter on my behalf.

I note you were referred for an MRI on 2nd October 2008 by Dr M Crews from the START Team, South London & Maudsley NHS Foundation Trust (SLaM)

Mrs Graham has confirmed that the scan was performed on 2 October 2008 (Thursday) and reported and verified on 6 October (Monday) (source: CRIS records). This is well within our reporting standards.

I understand in 2008 all reports were printed and the hardcopies were posted via Royal Mail. There are two possible explanations for any delay, one being, the report was delayed due to secretarial backlog at the time and secondly the report was either lost in the post, misfiled or mislaid. The results were subsequently resent.

I am sorry I cannot provide a definite answer but it was a long time ago. Mrs Graham has assured me that an abnormal report would have resulted in a call to the person making the referral which, I am happy to say, was not necessary in your case.

When the Information Governance Officer had a look in PACS, which is a system used for storing images in radiology, the status for the MRI scan stated 'No report found' - the image was available but there was no report.

The PACS supervisor has confirmed that when a patient has a radiology examination at the Trust the images are taken and stored in the image application, PACS. The image is then reported on by a radiologist and that report is written in another application called CRIS. If the digital stamp that is created in PACS for the image is

not the same as for the report, then the report is unable to be attached to the image in PACS. Therefore, when Information Governance was looking for the report with the image in PACS, it appeared not to exist.

This appears to be an administrative issue within Clinical Imaging and they have reviewed their processes over time to ensure full and accurate records are produced.

In regard to your concerns regarding anomalies revealed in your MRI scan to which you have not been alerted. A full review of your notes indicates that you were advised about the results of the MRI by Dr Crews in December 2008. The MRI report, which was assessed and reported by a Consultant Neuro-radiologist, indicated no significant intracranial abnormality and some small vessel ischemia. The MRI report and imaging were discussed with you during your consultation with Dr Andrews on 14 April 2009 and you were reassured that there was nothing on the scan which was the cause of any of your symptoms. I understand you were referred to a Clinical Psychologist for their assessment and you have not had any further consultations within the Neurology Department at Guy's & St Thomas' Hospital.

In order to provide you with additional reassurance, your MRI has been reviewed again by the Neuro-radiologists on 8th May 2013. They say that they agree with the original neuro-radiology report of Dr Hawkins. The specific structures about which you have expressed concern and which you have highlighted on your website are as follows:- the saggital sinus (a vein running across the top of the brain between the two hemispheres), and the left vertebral artery (seen with some surrounding soft tissue).

I have been advised both are normal structures and are seen on all MRI Brain. There is no evidence of any abnormality, nor of 'cranial implants'.

I appreciate that you have concerns and hope you feel that these have been addressed. Mrs Graham would recommend a discussion with your GP if you feel that a follow up Neurology review would be helpful.

Yours sincerely

Sir Ron Kerr
Chief Executive

Cc Lesley Graham, Head of Nursing Specialist Medicine
Alice Carter, Service General Manager - Medical Specialties