

Sharmila Chowdhury

Imaging Services Manager

Radiology Department

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2.10.09

Mike McWha

PACS/RIS Manager

Radiology Department

Ealing Hospital NHS Trust

Dear Mike,

**Re: Withholding patient data**

It has been brought to my attention by both Mr Raza – Urology consultant, as well from discussion with the Superintendent for Nuclear medicine from Imperial College, who had also called me advising me that CD's containing patient images and reports which have been sent to you from Imperial College for patients that have been referred for nuclear medicine by us have not been uploaded onto our PACS and RIS system despite this being your responsibility as the PACS/RIS manager.

Imperial College have confirmed that all CD's with nuclear medicine images and results have been directly sent to you as the PACS/RIS manager. Many of these patients have cancers and other serious conditions, hence being sent for nuclear medicine.

Mr Raza has complained saying that he has been having ongoing problems with managing these patients as he has to constantly call imperial College for results who have advised him that these results are being sent to you for uploading onto the PACS.

On discussing this serious matter with you have acknowledged that you have in your possession these CD's, many of which are in excess of 6 months old. You have given your reason for this that you have been too busy, despite having James Thomas for daily

assistance and Hakim Abdelgader made available to you. These CD's contain vital patient data which would affect their on going and in many instances their life-threatening treatment.

I have now asked Hakim Abdelgader to upload these images. He has advised me that uploading these CD's will take approximately 1- 2 hours depending on the number of patients, and each CD have been sent fortnightly according to the date of delivery.

I am also waiting for Hakim to advise me how many patients are involved. On approximation, according to the list, he suggests that in excess of 100 patients are involved. I will however, wait for Hakim to advise me further on this.

Imperial College and Kathy Goraya have now been advised that Hakim will now be undertaking this task for the unforeseeable future in order to prevent this serious incidences from happening again.

I have however, in the meantime have asked Hakim to upload these as a matter of urgency and update me on the progress.

We will review and investigate the extent of seriousness once we have an update.

Yours sincerely

Sharmila Chowdhury

Cc Clinical risk