# Urgent – Digital Clinical Safety Update

**Situation**: as an ICB digital team we have become aware that not all practice generic emails used for SIDeR Care Plan notifications are correct. This has been logged on Datix.

**Background**: Generally, SIDeR Care Plan notifications (sent by Black Pear) are for information only, but as communicated at the end of last year, the Community Mental Health Service (CMHS) Update Form may have actions for the GP.  If these actions are urgent, they are followed up with a phone-call by the service. Last week a GP practice became aware that no CMHS Update form had been received by the practice.

We have acted over the last two working days to investigate with the alerting GP practice and the mental health service team to understand the process and have made the following assessment.

**Assessments**:

There is a potential clinical safety issue if the email address has not been correct / updated on the directory.

**Recommendation**

We have instructed the digital supplier of SIDeR (Black Pear ) to turn the email contact pathway off for the mental health update from Friday 23 June 2023.

Jess Brown from the Digital Team should have been in touch with the IT Lead or Practice Manager at your practice to confirm the email address you wish to receive “no action

“SIDeR notifications (sent by Black Pear) to – **if you have yet to respond/ have not received contact please let us know.**

If the email address being used was/ is incorrect, we can arrange for the CMHS to provide a list of patients who have had Update Forms sent back to EMIS so that these can be reviewed to ensure no actions have been missed.  We believe there is a small number of relevant practices to arrange for this to happen.

As SIDeR is undergoing re-procurement, we are unable to commence work to provide these notifications via the standard approach (MESH) into EMIS Workflow until the new contract has been awarded.  Given the risk that actions such as medication changes may be missed, it has been agreed that the SIDeR CMHS Update Forms will become read only and the previous pathway will be activated so that forms can be sent back to the practice straight into EMIS Workflow.

Also, please can you ensure that if your practice’s chosen generic mailbox address is due to be changed at any point that you inform the Digital Team so that we can ensure our list is up to date.  We will be undertaking 6 monthly reviews of the email addresses used.

If you have any queries, concerns or wish to discuss further please contact [jess.brown@nhs.net](mailto:jess.brown@nhs.net).