

North West London ICS

SystemOne User Guide for Medical Examiners

Introduction

Following recommendations in several high-profile independent enquiries, Acute Trusts in England and Local Health Boards in Wales were asked to set up medical offices to initially focus on the certification of all deaths that occurred in their own organisations on a non-statutory basis

In February 2021 the government published “*Working together to improve health and social care for all*”, the white paper which included provision for medical examiners to be put on a statutory footing

The role of these offices is being extended to include all non-coronial deaths, wherever they occur and will be a statutory requirement from April 2024

Medical Examiners (ME)

A national network of Senior Clinicians who act in a supportive role, based in each Trust to:

- agree the proposed cause of death and the overall accuracy of the medical certificate of cause of death (MCCD) with the doctor completing it
- discuss the cause of death with the next of kin/informant and establish if they have questions or any concerns with care before death
- act as a medical advice resource for the local coroner
- inform the selection of cases for further review under local mortality arrangements and contribute to other clinical governance procedures

What questions do Medical Examiners consider?

- What did the patient die from?
- Does the death need report to the coroner?
- Are there any clinical governance concerns?

Medical Examiner Scrutiny

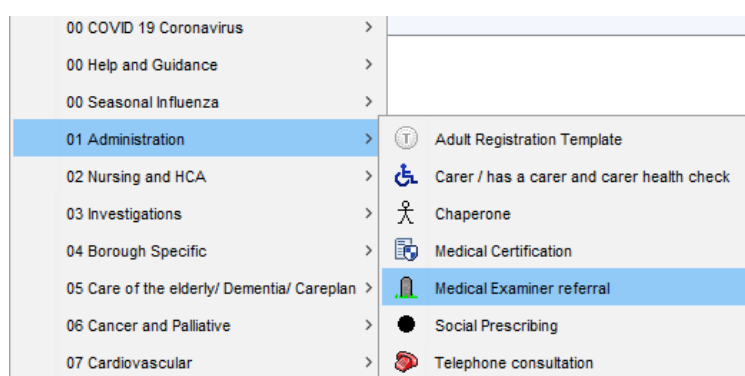
- Proportionate review of medical records

- Interaction with doctor completing the Medical Certificate of Cause of Death (MCCD)
- Interaction with bereaved family/friends
All within 24 hours of the death being notified

How to refer to the Medical Examiner from a SystmOne practice

SystmOne practices are able to refer patients directly to the Medical Examiner team via electronic SystmOne > SystmOne referral. This will allow the team to view the full patient record, which must be Shared Out with the service. The following process applies to patients where a death in the community has occurred within a borough of North West London.

1. Open the record of the patient you wish to refer to the service. Launch the referral template from **Auto-Consultation > 01 Administration > Medical Examiner referral**



2. Complete the template in order. Ensure that the patient being referred has a religion and a Next of Kin recorded, and that the patient record is Shared Out

Referral

Medical Examiners Referral
NHS
North West London

Select the patient's religion from the dropdown list below, or click the red **R** to search more options

Religion R X

Ensure a Next of Kin relationship has been recorded and that the patient record is Shared Out

Record Relationship

Record Sharing

3. Launch the referral form by clicking **Medical Examiner NWL Community Death Referral** Form. The recipient details will be pre-filled; choose the correct referrer and click **Write Now**. Due to the nature of the referral there

are a few fields within the document to fill in. Once completed, click **Save Final Version** to be returned to the main template.

Complete the below referral form before sending an electronic referral to the ME Office

Medical Examiner NWL Community Death Referral Form

Medical Examiner – North West London Community Death Referral Form

This form is to be completed and emailed (via NHSmail) to the relevant Medical Examiner Service covering the **Borough where patient died**, or HM Coroner (if required) as soon as possible following a death.

Borough of Death	Contact Details for Medical Examiner
<input type="checkbox"/> Hillingdon	Hillingdon Hospital Email: whn.nwcommunity@nhs.net Tel: 01895 279953 – usually Mon-Fri 08.00-16.00
<input type="checkbox"/> Harrow	London North West University Hospital Email: harlow.medicalservices@nhs.net Tel: 020 8967 5740 – usually Mon-Fri 08.30-16.30
<input type="checkbox"/> Brent	London North West University Hospital Email: brent.medicalservices@nhs.net Tel: 020 8869 2939 / 2961 – usually Mon-Fri 08.30-16.30
<input type="checkbox"/> Ealing	London North West University Hospital Email: ealing.medicalservices@nhs.net Tel: 020 8967 5740 – usually Mon-Fri 08.30-16.30
<input type="checkbox"/> Hounslow	West Middlesex Hospital Email: hounslow.medicalservices@nhs.net Tel: 01895 279953
<input type="checkbox"/> Kensington & Chelsea	Chelsea and Westminster Hospital Email: chelsea.medicalservices@nhs.net Tel: 020 3315 8650 – usually Mon-Fri 08.00-16.00
<input type="checkbox"/> Hammersmith & Fulham OR Westminster	Imperial College Hospitals NHS Trust Email: imperial.medicalservices@nhs.net Tel: 020 3311 7887 or 020 3312 6008 – usually Mon-Fri 08.00-16.00

Medical Examiners (ME): – If form has been sent to the wrong ME, then please forward to the correct ME to avoid delay and inform GP Referrer that this has been done.

GPs:

- Carefully check/edit any data (especially auto-populated data) for accuracy and completeness before sending this form.
- Provide direct contact details for yourself (practice bypass number / mobile number) and for Next of Kin to avoid any potential delay.

Referral Details – IMPORTANT:

Date of Referral: 13 Jan 2023

- Choose the ME service you wish to refer to from the list, depending on whether the patient requires an expedited referral (24hrs faith death) and in which North West London borough the patient died.

Make sure that you pick the correct ME Service - the referral should go to the **borough where the patient died**

Brent Non Faith Death	Brent Faith Death
Ealing Non Faith Death	Ealing Faith Death
H&F Non Faith Death	H&F Faith Death
Harrow Non Faith Death	Harrow Faith Death
Hillingdon Non Faith Death	Hillingdon Faith Death
Hounslow Non Faith Death	Hounslow Faith Death
West London Non Faith Death	West London Faith Death
Central Non Faith Death	Central Faith Death

- The recipient information will now appear. Most of the information is pre-populated. Add in a short reason for referral at the bottom of the screen (this will be the first display when the Medical Examiner views your referral) and a referral summary for your own information, if needed (this displays in the patient's Tabbed Journal).

New Electronic Referral

Other Details... Exact date & time Tue 03 Jan 2023 11:44

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Referrer [dropdown] [Configure](#)

Recipient [searched: North West London Medical Examiners] [Address Book](#)

Recipient ID 583470519108 Organisation ID [dropdown]

Caseload / team [searched: Brent ME]

Task recipient ☐ User group ☒ Team

[searched:]

Read code [searched: Referred to service]

Type Other ☐ Re-referral [Advanced](#)

Urgency [searched: Routine]

Referral summary [text area]

Presets

Rich text editor toolbar: Bold, Italic, Underline, Link, Unlink, Bulleted list, Numbered list, Indent, Outdent, Font color, Background color, Font size, Font family (SansSerif), Font weight, Font style, Font color, Background color, Font size, Font family (SansSerif), Font weight, Font style.

Enter your referral narrative

[Ok](#) [Cancel](#)

- Save the record to complete the referral and send electronically to the relevant Medical Examiner team.

On completion of the review, the Medical Examiner's office will 'discharge' the referral and Practice will receive a SystemOne task with the outcome of the review

Frequently Asked Questions (FAQ)

Q. If a patient dies outside of the NWL boroughs, do I still need to refer to the Medical Examiner?

A: Yes. If a patient dies outside of NWL borough, please complete the NWL Medical Examiner Referral Form and email a copy of this form to the medical examiner of the borough in which the patient has died.

You can find the email address and other contact details for the Medical examiners

On the NWL ICB website www.nwlondonicb.nhs.uk under the 'Contacting your ME Office' section.

Q: The Doctor who has completed the referral to the Medical Examiner is on leave or is off duty and can't complete the MCCD, can another Doctor complete the MCCD?

A: A MCCD can only be completed by a doctor who has seen the patient alive in the 28 days prior to death or who has treated the patient in their last illness and gone to see the body after death. If the doctor completing the certificate has gone to see the body after death then they must circle A (seen after death by me) and put the date they last saw the patient alive in the 'last seen alive by me' date. It is not acceptable to put another doctor's name or the date that another doctor saw the patient.

Q: If another Doctor cannot complete the MCCD what process should the practice take in managing this?

A: If another doctor is not in a position to complete the MCCD then the practice must either wait for the doctor who can complete the certificate to return or they must refer the death to the Coroner.

Q: What should we do if we need to refer a faith death on a Friday outside of ME working hours?

A: This will vary depending on the Trust, but all Trusts should have some form of weekend Medical Examiner Service in place in the future, if not already. For our Trust we have a Medical Examiner on duty on Saturday and Sunday from 9-11am to deal with any urgent faith deaths. So the GP should refer the death as normal on the Friday and if it is a faith death, and marked as urgent on the referral system, then it will be reviewed and responded to by the weekend ME. Otherwise it will be reviewed on Monday.