

BHRUT EPR – Update for General Practice

Dear Colleagues,

We are nearly at the end of week two of the new Electronic Patient Record (EPR) at BHRUT. I wanted to let you have some updates on some of the issues and teething problems that have been raised by you and the feedback we have had from our primary care colleagues.

I provide some information below and thank you for bearing with us whilst we transition through this major system change at the trust.

We have seen many positives and our staff have been key to this. Once again, thank you for your co-operation and support.

Yours sincerely,



Professor Andrew Deaner
Chief Medical Officer

Radiology Reports

The BHRUT radiology department are currently experiencing network issues that are impacting the transmission of radiology reports from our trust to GP practices. Our IT network team is working diligently to resolve this situation as soon as possible. Once this issue has been resolved, we will proceed with configuring the necessary settings in the radiology system to send radiology reports to your GP clinical systems and will provide a further update on when radiology reports can be expected.

In the meantime, when urgent / critical findings are diagnosed, we are sending notifications to your practice, to avoid next steps being delayed for these patients.

We appreciate your patience and understanding during this time and appreciate your collaboration as we work to rectify this situation.

Imran Ellahi - Improvement Director, Cancer and Clinical Support Care Group

London Health Care Record

HIE data feeds are now live from Millennium, and these were implemented on 8th November 2025, the date of trust Go Live. Testing period has completed and is successful. The records include historical bulk activity (2 Financial Years + Current FY & Future Appts) and are now completed.

We have a number of optimisation pieces of work we are looking to implement in the future.

Daniel Brecht – Associate Director of Informatics



A&E discharge summaries / attendance reports not being received by GPs

From investigations with the Oracle (new system) team and with the ED clinical teams and supporting floor walkers we are aware there is a problem with the clinical signing off of the discharge summaries and some service user errors. We do not believe there is any technical issue with the system itself.

Some clinicians are not signing off the discharge documentation completely and this in turn is not generating the discharge summaries.

This is both a training issue with some not aware of how to fully sign off, but also compliance issues with staff knowing whose responsibility it is to complete.

We are able to view a report in Millenium, the new EPR, which contains patients who have been both admitted and discharged.

We aim to address both the educational aspect and rectify the backlog. We will keep you informed on this.

Emergency Department Management Team, BHRUT

Other issues raised

- Duplicate letters / correspondence

We are aware that some practices are receiving duplicate clinical information from the trust. We will report more on this shortly.

- Layout of letters / correspondence

We are looking in to reports that the layout of the clinical letters is not as it should be e.g. specialty team is further down the page. We will provide an update on this as soon as we know more.

