



## UROLOGY SERVICES INQUIRY

**Note: A further addendum statement was received by the Inquiry on 1 June 2023 and can be found at WIT-96807 to WIT-96808. Annotated by the Urology Services Inquiry.**

**USI Ref:** Section 21 Notice No.77 of 2022

**Date of Notice:** 23<sup>rd</sup> September 2022

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**Addendum Witness Statement of: Noleen Elliott**

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I, Noleen Elliott, will say as follows:-

1. I wish to make the following amendments to my existing response, dated 28<sup>th</sup> October 2022, to Section 21 Notice number 77 of 2022.
2. At **WIT-76351** para 11.3 I state that *"I cannot remember how often these reports were sent prior to the 2017 Investigation under the Maintaining High Professional Standards Framework regarding Mr O'Brien. I could only find the report as of the 14/4/16 in my records prior to 2017. Since the investigation, the reports are sent out monthly for validation"*. This should state *"There were 3 reports received prior to the 2017 investigation under the Maintaining High Professional Standards Framework regarding Mr O'Brien. The reports were dated 30/10/14, 21/1/15 and 14/4/16."* Please see:
  1. E-mail trail dated 20 October 2014 and list of outstanding disposal codes for clinics under Mr A O'Brien
  2. E-mail trail dated 05 November 2014,
  3. E-mail trail dated 21 January 2015,
  4. E-mail from Andrea Cunningham re e-mail from Katherine Robinson,
  5. E-mail trail dated 14 April 2016 and list of outstanding disposal codes for clinics under Mr A O'Brien
  6. E-mail trail dated 19 September 2018 and list of outstanding disposal codes for clinics under Mr A O'Brien
3. At **WIT-76351** para 26.2 I state that *"The training was mainly provided by an ex-member of staff from the urology team and was provided with an hour here and there through the first few months of my role"*. This should state *"The training was mainly provided by an ex-member of staff who was an audio typist from the urology team and was provided with an hour here and there through the first few months of my role."*
4. At **WIT- 76351** para 26.5 I state that *"During 2016 I was concerned that Mr O'Brien had a backlog in some dictation of clinic letters. However, I was*



## Urology Services Inquiry

*reassured by Mr O'Brien that all the urgent dictations were undertaken and it was the non-urgent dictations that were still awaiting, e.g., patients who were being discharged from the service or added to the routine waiting lists. This was noted on the Monthly Backlog Reports sent to my Line Manager. Mr O'Brien continued to address the backlog during 2016 and continued to do so while recovering from his own surgery in November/December 2016, dictating 10-15 letters per day. I typed these letters as soon as possible after they were dictated." This should state "During 2016 I was concerned that Mr O'Brien had a backlog in some dictation of clinic letters. However, I was reassured by Mr O'Brien that all the urgent dictations were undertaken and it was the non-urgent dictations that were still awaiting, e.g., patients who were being discharged from the service or added to the routine waiting lists. Mr O'Brien continued to address the backlog during 2016 and continued to do so while recovering from his own surgery in November/December 2016, dictating 10-15 letters per day. I typed these letters as soon as possible after they were dictated. **The delay in dictation was noted on the Monthly Backlog Reports from January 2017.**"*

5. At **WIT- 76351** I would like to include the following documents in support of paragraph 26.7 of my witness statement. Please see:

7. *E-mail received from Collette McCall*

**Statement of Truth** I believe that the facts stated in this witness statement are true.

Personal Information redacted by the USI

Signed:

Date: 20.04.2023

**S21 77 of 2022****Addendum witness statement of Noleen Elliott****Table of Attachments**

<b>Attachment</b>	<b>Document Name</b>
1	E-mail trail dated 20 October 2014 and list of outstanding disposal codes for clinics under Mr A O'Brien
2	E-mail trail dated 05 November 2014
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7	E-mail received from Collette McCall

Subject: FW: Data quality monitoring reports- missing attendance and disposal codes

From: Loughran, MarieT

To: Burke, Catherine

, Cooke, Elaine

<[REDACTED]>

>, Cowan, Anne <[REDACTED]>

>, Hall,

Pamela <[REDACTED]>

>, Kennedy, June <[REDACTED]>

McKenna +63 More

Sent: 30/10/2014, 13:18:55

03C\_-\_OUTPATIENT\_APPOINTMENTS\_WITH\_NO\_ATTENDANCE\_CODE\_RECORDED.xls

03D\_-\_OUTPATIENT\_WITH\_NO\_ATTENDANCE\_OUTCOME\_RECORDED\_.xls

Dear All,

Please see attached reports

03C – no attendance recorded

03D – no outcome recorded.

There are quite a few clinics with no outcomes done, please take a look over each report and see what is yours and amend accordingly.

Kind Regards

Marie

**From:** Robinson, Katherine

**Sent:** 30 October 2014 12:59

**To:** Cunningham, Andrea; Cunningham, Lucia; Loughran, MarieT; Rankin, Christine

**Subject:** FW: Data quality monitoring reports- missing attendance and disposal codes

Mrs Katherine Robinson

Booking & Contact Centre Manager

Southern Trust Referral & Booking Centre

Ramone Building

Craigavon Area Hospital

t: [Personal Information redacted by the USI]

e: [Personal Information redacted by the USI]

**From:** Darby, Grainne

**Sent:** 30 October 2014 12:47

**To:** Clayton, Wendy; Corr, Sinead; Forde, Helen; Gallagher, Lisa; Hughes, Daniel; McCready, Elsie; McGhee, Ann; Muldrew, Angela; Robinson, Katherine; Glenny, Sharon; Neville, Linda; Meredith, Lorraine; 'lyndall.barrett' [Personal Information redacted by the USI] Glenny, Sharon; Brashaw, Isla

**Cc:** Larkin, Declan; McCoy, Karen

**Subject:** Data quality monitoring reports- missing attendance and disposal codes

Dear all,

(With regard to your specific remit)

Please find attached Data quality reports - these reports were run from 01/04/14 to 30/09/2014.

Report 3C Outpatient appointments with no attendance code  
recorded 627

Report 3D Outpatient appointments with no disposal code recorded  
29574

Following on from the Pas user group meeting it was requested that for each Data Quality report sent through that both an explanation of the Data Quality issue and a 'how to' is provided so that staff understand what the data quality issue is and how to correct it.

Below is an explanation and a 'how to' for this data quality issue.

-

#### EXPLANATION OF DATA QUALITY ISSUE

The attached patient level reports provides details of outpatient appointments with no attendance code and no disposal outcome recorded

Received from Noleen Elliott 20/04/2023. Annotated by the Urology Services Inquiry.

**HOW TO CORRECT THE DATA QUALITY ISSUE**

To record the attendance code - this is recorded via Function ATT

To record the Disposal outcome - this is recorded via Function AAD

**Please refer to the ICT Training Manuals for more detailed guidance on using the above PAS functions or contact ICT directly.**

If you have any queries with these data quality monitoring reports please contact me.

**Regards**

**Grainne Darby**

**Data Quality Officer**

Southern Health & Social Care Trust

Glendale, Bannvale Site

10 Moyallen Road

Gilford, Co Armagh

BT63 5JY

T :

Personal Information redacted by  
the USI

Report 30-10-14.

**WIT-91967**

Hospital of Clinic Code	Specialty of Clinic Code (R)	Specialty of Clinic Description	Consultant of Clinic Name	Doctor Seen By Description	Clinic Identifier/Code	Appointment Date Only	Attendances	
BBH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	BPU1	02/06/2014	10	4 mts
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUDS	02/05/2014	2	5 mts
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUDS	09/05/2014	6	5 mts
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUDS	16/05/2014	3	5 mts
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUDS	30/05/2014	3	5 mts
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUDS	06/06/2014	5	4 mts
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUDS	08/07/2014	2	3 mts
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUDS	30/04/2014	4	6 mts
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUDS	02/05/2014	11	5 mts
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUDS	09/05/2014	9	5 mts
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUDS	16/05/2014	10	5 mts
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUDS	30/05/2014	12	5 mts
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUDS	06/06/2014	4	4 mts
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUDS	04/07/2014	6	3 mts
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	EUROAOB	09/06/2014	15	4 mts
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	EUROAOB	28/07/2014	16	3 mts

Total. 1/8

Subject: FW: Data quality monitoring reports- missing attendance and disposal codes

From: Elliott, Noleen <[REDACTED]>

To: Loughran, MarieT <[REDACTED]>

Sent: 31/10/2014, 16:10:27

03D - \_OUTPATIENT\_WITH\_NO\_ATTENDANCE\_OUTCOME\_RECORDED\_.xls

Marie,

Please see outcome of 03D report which I have put in column highlighted in red. I am unable to do the AAD'S for the clinic post 6/6/14 as there are no longer on PAS. Can you please advise if they can be put back on PAS or do I have to go into each individual record to record.

Also, some of the outcome sheets are not filed in the office and therefore I will check with Mr O'Brien if he has a record of attendances.

Many thanks.

Noleen

From: Loughran, MarieT

Sent: 30 October 2014 13:19

To: Burke, Catherine; Cooke, Elaine; Cowan, Anne; Hall, Pamela; Kennedy, June; McKenna, Margaret; Mulholland, Angela; Nugent, Carol; Wortley, Heather; Wright, Brenda; Heslip, Jennifer; McStay, Sarah; OHagan, SineadM; ONeill, Laura; OReilly, Janice; Renney, Cathy; Richardson, Shirley; Robinson, Gemma L; Sullivan, Claire; MAXWELL, Sharon; Stewart, Karen; Tate, Amy; Hopps, Caroline; Addis, Pat; Cox, Sara; Daly, Eoin; Dignam, Paulette; Elliott, Noleen; Hanvey, Leanne; Loughran, Teresa; McCorry, Monica; Mulligan, Sharon; Neilly, Claire; Troughton, Elizabeth; Allen, Gladys; Kirkland, Phyliss; Magee, Lisa  
Subject: FW: Data quality monitoring reports- missing attendance and disposal codes

Dear All,

Please see attached reports

03C – no attendance recorded

03D – no outcome recorded.

There are quite a few clinics with no outcomes done, please take a look over each report and see what is yours and amend accordingly.

Kind Regards

Marie

From: Robinson, Katherine

Sent: 30 October 2014 12:59

To: Cunningham, Andrea; Cunningham, Lucia; Loughran, MarieT; Rankin, Christine

Subject: FW: Data quality monitoring reports- missing attendance and disposal codes

Mrs Katherine Robinson

Booking & Contact Centre Manager

Southern Trust Referral & Booking Centre

Ramone Building

Craigavon Area Hospital

t: [REDACTED]

e: [REDACTED]



From: Darby, Grainne

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Cc: Larkin, Declan; McCoy, Karen

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Dear all,

(With regard to your specific remit)

Please find attached Data quality reports - these reports were run from 01/04/14 to 30/09/2014.

Report 3C Outpatient appointments with no attendance code recorded  
627

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29574

Following on from the Pas user group meeting it was requested that for each Data Quality report sent through that both an explanation of the Data Quality issue and a 'how to' is provided so that staff understand what the data quality issue is and how to correct it.

Below is an explanation and a 'how to' for this data quality issue.

#### EXPLANATION OF DATA QUALITY ISSUE

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If you have any queries with these data quality monitoring reports please contact me.

Regards

Grainne Darby  
Data Quality Officer  
Southern Health & Social Care Trust  
Glendale, Bannvale Site  
10 Moyallen Road  
Gilford, Co Armagh

Received from Noleen Elliott 20/04/2023. Annotated by the Urology Services Inquiry.

Hospital of Clinic Code	Specialty of Clinic Code (R)	Specialty of Clinic Description	Consultant of Clinic Name	Doctor Seen By Description	Clinic Identifier/Code	Appointment Date Only	Attendances	COMMENT
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CAH	101	UROLOGY(C)	GLACKIN A.J MR	MR A O'BRIEN	CAOBTDU	06/05/2014	12	UNABLE TO DO
CAH	101	UROLOGY(C)	GLACKIN A.J MR	MR A O'BRIEN	CAOBTDU	27/05/2014	12	UNABLE TO DO
CAH	101	UROLOGY(C)	GLACKIN A.J MR	MR A O'BRIEN	CAOBTDU	03/06/2014	11	UNABLE TO DO
CAH	101	UROLOGY(C)	GLACKIN A.J MR	MR A O'BRIEN	CAOBTDU	10/06/2014	10	COMPLETED
CAH	101	UROLOGY(C)	GLACKIN A.J MR	MR A O'BRIEN	CAOBTDU	22/07/2014	11	COMPLETED
CAH	101	UROLOGY(C)	GLACKIN A.J MR	MR A O'BRIEN	CAOBTDU	29/07/2014	11	TO CHECK WITH AOB
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUDS	02/05/2014	2	UNABLE TO DO
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUDS	09/05/2014	6	UNABLE TO DO
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Subject: RE: Data quality monitoring reports- missing attendance and disposal codes  
From: Elliott, Noleen [Personal Information redacted by USI]  
To: Loughran, MarieT [Personal Information redacted by USI]  
Sent: 05/11/2014, 13:26:41

03D-OUTPATIENT WITH NO ATTENDANCE OUTCOME RECORDED.xls

image001.jpg

Marie,

I have attached report with my action recorded. Unfortunately Mr O'Brien has not given me the outcomes for the Enniskillen Clinics therefore I am unable to complete.

Noleen

From: Loughran, MarieT  
Sent: 04 November 2014 14:22  
To: Elliott, Noleen; Troughton, Elizabeth  
Subject: FW: Data quality monitoring reports- missing attendance and disposal codes

Ladies, please see below from Connor.

Kind Regards  
Marie

From: Murphy, Conor  
Sent: 04 November 2014 13:51  
To: Loughran, MarieT  
Subject: RE: Data quality monitoring reports- missing attendance and disposal codes

Hi Marie,

Normally if the clinic passes 6 months it falls off the system and you can't record the AAD via PAS.

You can however record it via PatientCentre, although it can only be recorded as a single attendance and disposal.

Log into PatientCentre  
Enter patients casenote number  
From the navigator click on clinics  
Below this click on Single Attendance and Disosal.

Just enter normal codes that you would use in AAD.

Connor

Connor Murphy

ICT System Support Officer | Southern Health and Social Care Trust | IT Department Ramone Building |  
Craigavon Area Hospital | 68 Lurgan Road, Portadown | Craigavon BT63 5QQ | Tel: [Personal Information redacted by USI]

From: Loughran, MarieT  
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Connor,

Is there any way to complete AAD's when the clinic is no longer appearing on PAS?

There are quite a few of these coming up.

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T : Personal Information redacted by  
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From: Loughran, MarieT <[REDACTED]> Personal Information redacted by the USI  
To: Elliott, Noleen <[REDACTED]> Personal Information redacted by the USI, Troughton, Elizabeth  
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ICT System Support Officer | Southern Health and Social Care Trust | IT Department **Ramone Building** |  
Craigavon Area Hospital | 68 Lurgan Road, Portadown | Craigavon BT63 5QQ | Tel: [REDACTED] Personal Information redacted by the USI

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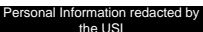
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Mrs Katherine Robinson  
Booking & Contact Centre Manager  
Southern Trust Referral & Booking Centre  
Ramone Building  
Craigavon Area Hospital

t:  Personal Information redacted by the USI



e:

Personal Information redacted by the USI

**WIT-91977**

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Sent: 30 October 2014 12:47

To: Clayton, Wendy; Corr, Sinead; Forde, Helen; Gallagher, Lisa; Hughes, Daniel; McCready, Elsie; McGhee, Ann; Muldrew, Angela; Robinson, Katherine; Glenney, Sharon; Neville, Linda; Meredith, Lorraine; 'lyndall.barrett' [Personal Information redacted by the USI]; Glenney, Sharon; Brashaw, Isla

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Below is an explanation and a 'how to' for this data quality issue.

#### EXPLANATION OF DATA QUALITY ISSUE

The attached patient level reports provides details of outpatient appointments with no attendance code and no disposal outcome recorded

#### HOW TO CORRECT THE DATA QUALITY ISSUE

To record the attendance code - this is recorded via Function ATT

To record the Disposal outcome - this is recorded via Function AAD

Please refer to the ICT Training Manuals for more detailed guidance on using the above PAS functions or contact ICT directly.

If you have any queries with these data quality monitoring reports please contact me.

Regards

Grainne Darby  
Data Quality Officer  
Southern Health & Social Care Trust  
Glendale, Bannvale Site  
10 Moyallen Road

Received from Noleen Elliott 20/04/2023. Annotated by the Urology Services Inquiry.

Gilford, Co Armagh

BT63 5JY

T : Personal information redacted by  
the USI

**WIT-91978**

Hospital of Clinic Code	Specialty of Clinic Code (R)	Specialty of Clinic Description	Consultant of Clinic Name	Doctor Seen By Description	Clinic Identifier/Code	Appointment Date Only	Attendances	COMMENT
BBH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	BPU1	02/06/2014	10	COMPLETED
CAH	101	UROLOGY(C)	GLACKIN A.J MR	MR A O'BRIEN	CAOBTDU	06/05/2014	12	COMPLETED
CAH	101	UROLOGY(C)	GLACKIN A.J MR	MR A O'BRIEN	CAOBTDU	27/05/2014	12	COMPLETED
CAH	101	UROLOGY(C)	GLACKIN A.J MR	MR A O'BRIEN	CAOBTDU	03/06/2014	11	COMPLETED
CAH	101	UROLOGY(C)	GLACKIN A.J MR	MR A O'BRIEN	CAOBTDU	10/06/2014	10	COMPLETED
CAH	101	UROLOGY(C)	GLACKIN A.J MR	MR A O'BRIEN	CAOBTDU	22/07/2014	11	COMPLETED
CAH	101	UROLOGY(C)	GLACKIN A.J MR	MR A O'BRIEN	CAOBTDU	29/07/2014	11	COMPLETED
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUDS	02/05/2014	2	COMPLETED
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUDS	09/05/2014	6	COMPLETED
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUDS	16/05/2014	3	COMPLETED
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUDS	30/05/2014	3	COMPLETED
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUDS	06/06/2014	5	COMPLETED
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUDS	08/07/2014	2	COMPLETED
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUO	30/04/2014	4	COMPLETED
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUO	02/05/2014	11	COMPLETED
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUO	09/05/2014	9	COMPLETED
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUO	16/05/2014	10	COMPLETED
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUO	30/05/2014	12	COMPLETED
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUO	06/06/2014	4	COMPLETED
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBUO	04/07/2014	6	COMPLETED
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	EUROAOB	09/06/2014	15	TO CHECK WITH AOB
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	EUROAOB	28/07/2014	16	TO CHECK WITH AOB

Subject: FW: Monthly Data Quality Monitoring Reports - with no attendance code or disposal code recorded

From: Loughran, MarieT <

To: Burke, Catherine <

< Personal Information redacted by the USI

>, Cooke, Elaine

< Personal Information redacted by the USI

>, Cowan, Anne <

< Personal Information redacted by the USI

More  
Sent: 21/01/2015, 08:55:14

03C - \_ OUTPATIENT APPOINTMENTS WITH NO ATTENDANCE CODE RECORDED(1)\_CUM.xls

03D - \_ OUTPATIENT WITH NO ATTENDANCE OUTCOME RECORDED\_CUM.xls

---

From: Robinson, Katherine

Sent: 20 January 2015 10:46

To: Cunningham, Andrea; Cunningham, Lucia; Loughran, MarieT; Rankin, Christine

Subject: FW: Monthly Data Quality Monitoring Reports - with no attendance code or disposal code recorded

Mrs Katherine Robinson

Booking & Contact Centre Manager

Southern Trust Referral & Booking Centre

Ramone Building

Craigavon Area Hospital

t: Personal Information redacted by the USI

e: Personal Information redacted by the USI

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From: Coburn, Laura

Sent: 20 January 2015 10:12

To: Clayton, Wendy; Corr, Sinead; Forde, Helen; Gallagher, Lisa; Hughes, Daniel; McCready, Elsie; McGhee, Ann; Muldrew, Angela; Robinson, Katherine; Glenn, Sharon; Neville, Linda; Barrett, Lyndall; Meredith, Lorraine; Brashaw, Isla

Cc: Darby, Grainne; Larkin, Declan; McCoy, Karen

Subject: FW: Monthly Data Quality Monitoring Reports - with no attendance code or disposal code recorded

Sorry – see attached as outlined below.

*Laura Coburn*

***Data Quality Clerk***

Southern Health & Social Care Trust

Glendale, Bannvale Site

10 Moyallen Road

Gilford, Co. Armagh

BT63 5JY

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redacted by the USI

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---

**From:** Coburn, Laura

**Sent:** 20 January 2015 10:10

**To:** Clayton, Wendy; Corr, Sinead; Fordé, Helen; Gallagher, Lisa; Hughes, Daniel; McCready, Elsie; McGhee, Ann; Muldrew, Angela; Robinson, Katherine; Glenny, Sharon; Neville, Linda; Meredith, Lorraine; Barrett, Lyndall; Brashaw, Isla

**Cc:** Darby, Grainne; Larkin, Declan; McCoy, Karen

**Subject:** Monthly Data Quality Monitoring Reports - with no attendance code or disposal code recorded

Dear all,

(With regard to your specific remit)

Please find attached Data quality reports - these reports were run from 01/04/14 to 30/11/2014.

Received from Noleen Elliott 20/04/2023. Annotated by the Urology Services Inquiry.

Report 3C Outpatient appointments with no attendance code recorded  
(last month 655)

705

Report 3D Outpatient appointments with no disposal code recorded  
34129 (last month 32021)

Following on from the Pas user group meeting it was requested that for each Data Quality report sent through that both an explanation of the Data Quality issue and a 'how to' is provided so that staff understand what the data quality issue is and how to correct it.

Below is an explanation and a 'how to' for this data quality issue.

#### EXPLANATION OF DATA QUALITY ISSUE

The attached patient level reports provides details of outpatient appointments with no attendance code and no disposal outcome recorded

#### HOW TO CORRECT THE DATA QUALITY ISSUE

To record the attendance code - this is recorded via Function ATT

To record the Disposal outcome - this is recorded via Function AAD

Please refer to the ICT Training Manuals for more detailed guidance on using the above PAS functions or contact ICT directly.

If you have any queries with these data quality monitoring reports please contact me.

Regards

*Laura Coburn*

*Data Quality Clerk*

Southern Health & Social Care Trust

Glendale, Bannvale Site

10 Moyallen Road

Gilford, Co. Armagh

BT63 5JY

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Report 21.1.15

Hospital of Clinic Code	Specialty of Clinic Code (R)	Specialty of Clinic Description	Consultant of Clinic Name	Doctor Seen By Description	Clinic Identifier/Code	Appointment Date Only	Attendances
CAH	101	UROLOGY(C)	GLACKIN A.J MR	MR A.J GLACKIN	CAJGTDU	24/10/2014	1
CAH	101	UROLOGY(C)	GLACKIN A.J MR	MR GLACKIN	CAJGUO	27/10/2014	11
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	CAOBHOT	28/10/2014	1
CAH	101	UROLOGY(C)	YOUNG M MR	MR M YOUNG	CESWL	02/10/2014	16
CAH	101	UROLOGY(C)	YOUNG M MR	MR M YOUNG	CESWL	06/10/2014	16
CAH	101	UROLOGY(C)	O'DONOGHUE J P MR	MR J P O'DONOGHUE	CJODTDU	09/10/2014	10
CAH	101	UROLOGY(C)	O'DONOGHUE J P MR	MR J P O'DONOGHUE	CJODUDS	07/08/2014	1
CAH	101	UROLOGY(C)	O'DONOGHUE J P MR	MR J P O'DONOGHUE	CJODUDS	28/08/2014	1
CAH	101	UROLOGY(C)	O'DONOGHUE J P MR	MR J P O'DONOGHUE	CJODUDS	01/10/2014	2
CAH	101	UROLOGY(C)	SURESH K MR	MR K SURESH	CKSPB	14/05/2014	4
CAH	101	UROLOGY(C)	SURESH K MR	MR K SURESH	CKSPB	13/08/2014	4
CAH	101	UROLOGY(C)	SURESH K MR	MR K SURESH	CKSSTC	15/09/2014	2
CAH	101	UROLOGY(C)	SURESH K MR	MR K SURESH	CKSSTC	13/10/2014	12
CAH	101	UROLOGY(C)	HAYNES M D MR	MR M D HAYNES	CMDHHOT	18/11/2014	2
CAH	101	UROLOGY(C)	YOUNG M MR	MR M YOUNG	CMYAND	02/05/2014	1
CAH	101	UROLOGY(C)	YOUNG M MR	MR M YOUNG	CMYHAEM	03/07/2014	5
CAH	101	UROLOGY(C)	YOUNG M MR	MR M YOUNG	CMYHAEM	07/08/2014	6
CAH	101	UROLOGY(C)	YOUNG M MR	MR M YOUNG	CMYHOT	21/11/2014	1
CAH	101	UROLOGY(C)	YOUNG M MR	MR M YOUNG	CMYHOT	26/11/2014	3
CAH	101	UROLOGY(C)	YOUNG M MR	MR M YOUNG	CMYUDS	20/06/2014	3
CAH	101	UROLOGY(C)	YOUNG M MR	MR M YOUNG	CMYUO	02/05/2014	4
CAH	101	UROLOGY(C)	YOUNG M MR	MR M YOUNG	CMYUO	16/05/2014	3
CAH	101	UROLOGY(C)	YOUNG M MR	MR M YOUNG	CMYUO	30/05/2014	4
CAH	101	UROLOGY(C)	YOUNG M MR	MR M YOUNG	CMYUO	04/07/2014	3
CAH	101	UROLOGY(C)	YOUNG M MR	MR M YOUNG	CMYUO	18/07/2014	3
CAH	101	UROLOGY(C)	GLACKIN A.J MR	MR A J GLACKIN	CRADPBG	04/11/2014	4
CAH	101	UROLOGY(C)	GLACKIN A.J MR	MR A J GLACKIN	CRADPBG	18/11/2014	4
CAH	101	UROLOGY(C)	SURESH K MR	MR SURESH	CRADPBS	11/11/2014	4
CAH	101	UROLOGY(C)	SURESH K MR	MR SURESH	CRADPBS	25/11/2014	4
CAH	101	UROLOGY(C)	GLACKIN A.J MR	MR GLACKIN	CREGPHG	13/10/2014	4
CAH	101	UROLOGY(C)	GLACKIN A.J MR	MR GLACKIN	CREGPHG	10/11/2014	8
CAH	101	UROLOGY(C)	UROLOGY CONSULTANT	UROLOGY REGISTRAR	CUROHW	13/10/2014	2

3 into



CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	EUROAOB	09/06/2014	15
CAH	101	UROLOGY(C)	O'BRIEN A MR	MR A O'BRIEN	EUROAOB	28/07/2014	16
CAH	101	UROLOGY(C)	YOUNG M MR	MR M YOUNG	EUROMY	10/11/2014	8

7 mts.  
6 mts.

**Subject: FW: Data Quality - No outcomes Recorded - VERY URGENT**

**From: Cunningham, Andrea** <[redacted]> Personal Information redacted by the USI

**To: MAXWELL, Sharon** <[redacted]> Personal Information redacted by the USI, **Stewart, Karen**  
<[redacted]> Personal Information redacted by the USI, **Tate, Amy** <[redacted]> Personal Information redacted by the USI, **Bleakney, Cheryl**  
<[redacted]> Personal Information redacted by the USI, **Heslip, Jennifer** <[redacted]> Personal Information redacted by the USI,

McStay +67 More

**Sent: 24/02/2015, 14:11:44**

Dear All

Please see email below from Katherine. You must ensure that disposals are recorded as a matter of routine as soon as possible after the clinic takes place. Please ensure outcomes are recorded here forward and work towards updating those that have not been recorded for the last couple of months pertaining to your area.

Regards

Andrea

Andrea Cunningham

Service Administrator

Ground Floor

Ramone Building

CAH

E: [redacted] Personal Information redacted by the USI

T: [redacted] Personal Information redacted by the USI

---

**From:** Robinson, Katherine

**Sent:** 19 February 2015 17:10

**To:** Cunningham, Andrea; Cunningham, Lucia; Loughran, MarieT; Rankin, Christine

**Subject:** Data Quality - No outcomes Recorded - VERY URGENT

It has been brought to my attention that there are thousands of attendances that have no outcomes recorded on PAS. I will have to get a plan for these admin errors to be sorted. However in the meantime from this point forward can you ask that all staff typing clinics do

this as a matter of routine after typing. I see no reason why this can't be done. Failure to do this repeatedly should be brought to my attention so that I can address.

Thank you.

K

Mrs Katherine Robinson

Booking & Contact Centre Manager

Southern Trust Referral & Booking Centre

Ramone Building

Craigavon Area Hospital

t: Personal Information redacted by the USI

e: Personal Information redacted by the USI

Subject: FW: DATA QUALITY REPORTS 3C &3D IDENTIFYING MISSING OUTPATIENT ATTENDANCES AND DISPOSALS

From: Cunningham, Andrea <[REDACTED]>  
To: MASSEY, JOANNE <[REDACTED]>, McDowell, Andrea <[REDACTED]>, Hare, Nicola <[REDACTED]>, MAXWELL, Sharon <[REDACTED]>, Tate, Amy <[REDACTED]>, Burke +71 More  
Sent: 14/04/2016, 11:39:10

Pas handout for recording single attendance PA.doc

Patient centre Single Attendance Disposal CL.docx

03D - OUTPATIENT\_WITH\_NO\_ATTENDANCE\_OUTCOME\_-  
DISPOSAL\_RECORDED (i.e. Added\_to\_Waiting\_List).xls

Any detailed within your remit need updated by tomorrow!

Regards

Andrea

Andrea Cunningham

Service Administrator

Ground Floor

Ramone Building

CAH

E: [REDACTED]  
T: [REDACTED]

**From:** Darby, Grainne

**Sent:** 14 April 2016 10:34

**To:** McDowell, Kimberley; McGhee, Ann; Hughes, Daniel; Muldrew, Angela; Cunningham, Lucia; Corr, Sinead; Cunningham, Andrea; Liggett, Elaine; Browne, Leanne

**Cc:** Forde, Helen; Robinson, Katherine; Hadden, Lesley-Anne; McCreesh, Aisling

**Subject:** FW: DATA QUALITY REPORTS 3C &3D IDENTIFYING MISSING OUTPATIENT ATTENDANCES AND DISPOSALS

Dear all please see re run of report 3D Outpatients attendances with no outcome/ disposal which was sent on 12 April. 2016

The rerun is from 1 September 2015 as agreed at the last Pas user group meeting – please disregard previous report.

Apologies for any inconvenience

Regards

**Grainne Darby**

**Data Quality Officer**

Southern Health & Social Care Trust

Glendale, Bannvale Site

10 Moyallen Road

Gilford, Co Armagh

BT63 5JY

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---

**From:** McCreesh, Aisling

**Sent:** 12 April 2016 15:47

**To:** McDowell, Kimberley; McGhee, Ann; Hughes, Daniel; Muldrew, Angela; Cunningham, Lucia; Corr, Sinead; Cunningham, Andrea; Liggett, Elaine; Browne, Leanne

**Cc:** Robinson, Katherine; Forde, Helen; Hadden, Lesley-Anne; Darby, Grainne

**Subject:** DATA QUALITY REPORTS 3C & 3D IDENTIFYING MISSING OUTPATIENT ATTENDANCES AND DISPOSALS

Dear all,

Received from Noleen Elliott 20/04/2023. Annotated by the Urology Services Inquiry.

(With regard to your specific remit)

Please find attached Data quality reports - these reports were run from 01/04/15 to 29/02/2016

Report 3C Outpatient appointments with no attendance code recorded

649

Report 3D Outpatient appointments with no disposal code recorded  
26423

Below is an explanation and a 'how to' for this data quality issue.

-

#### **EXPLANATION OF DATA QUALITY ISSUE**

The attached patient level reports provides details of outpatient appointments with no attendance code and no disposal outcome recorded

#### **HOW TO CORRECT THE DATA QUALITY ISSUE**

To record the attendance code - this is recorded via Function ATT

To record the Disposal outcome - this is recorded via Function AAD

If you have any queries with these data quality monitoring reports please contact me.

The following is only for records to be validated after a 6 month time frame.

Clinics only remain actively appearing under ATT and AAD for up to 6 months.

Any attendances and disposals after 6 months will need to be recorded by individual patient.

The best way for users to record these would be via PatientCentre as PAS does not allow you to record the disposal after 6 months.

In addition to the original reports, I have attached a copy of the PatientCentre hand out for recording 'Single Attendance & Disposal'.

I have also attached a copy of the PAS hand out for recording 'Single Attendance'.

I hope this is helpful.

Regards

**Aisling McCreesh**

**Data Quality Control Officer**

Southern Health & Social Care Trust

Glendale, Bannvale Site

10 Moyallen Road

Gilford, Co Armagh

BT63 5JY

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Report printed 14.4.16

Specialty of Clinic Description (R)	Specialty of Clinic Description	Clinic Identifier/Code	Appointment Date Only	Attendances	
UROLOGY	UROLOGY(C)	CAOBHOT	20/10/2015	1	6mts
UROLOGY	UROLOGY(C)	CAOBHOT	30/10/2015	1	6mts
UROLOGY	UROLOGY(C)	CAOBHOT	31/10/2015	1	6mts
UROLOGY	UROLOGY(C)	AAOBU1	02/11/2015	9	5 mts
UROLOGY	UROLOGY(C)	CAOBUDS	06/11/2015	3	5 mts
UROLOGY	UROLOGY(C)	CAOBHOT	17/11/2015	1	5 mts
UROLOGY	UROLOGY(C)	CAOBUDS	27/11/2015	3	5 mts
UROLOGY	UROLOGY(C)	CAOBTDU	01/12/2015	8	4 mts
UROLOGY	UROLOGY(C)	AAOBU1	07/12/2015	11	4 mts
UROLOGY	UROLOGY(C)	CAOBTDU	22/12/2015	8	4 mts
UROLOGY	UROLOGY(C)	CAOBUO	15/01/2016	7	3mts
UROLOGY	UROLOGY(C)	CAOBUDS	16/02/2016	1	2 mts
UROLOGY	UROLOGY(C)	CAOBUDS	26/02/2016	3	2 mts.



Subject: RE: REPORTS 3C AND 3D

From: Elliott, Noleen <[REDACTED]>

Personal Information redacted by the USI

To: McCaul, Collette <[REDACTED]>

Personal Information redacted by the USI

Sent: 19/09/2018, 16:55:49

Collette,

The reason I have so many no disposals is because Mr O'Brien has not dictated the clinic letters. (As per list previously sent).

Noleen

---

**From:** McCaul, Collette

**Sent:** 19 September 2018 16:49

**To:** Burke, Catherine; Carville, Gail; Cooke, Elaine; Cordner, Jill; Cowan, Anne; Daly, Laura; Dignam, Paulette; Doran, Moya; Elliott, Hazel; Elliott, Noleen; Faloon, Janis; Fryers, Jenna; Hall, Pamela; Hanna, Louise; Hanvey, Leanne; Harbinson, Laura; Hewitt, Janice; Hopps, Caroline; Kearney, Rosie; Kennedy, June; Kirkland, Phyliss; Lennon, Pauline; Loughran, Teresa; Magee, Lisa; Magennis, Tierna; MASSEY, JOANNE; Maxwell, Sharon; McCann, Nicola G; McDowell, Andrea; McGuigan, Paula; McStay, Sarah; Mulligan, Sharon; Neilly, Claire; OHagan, SineadM; Renney, Cathy; Richardson, Shirley; Robinson, NicolaJ; Smyth, Kate; Stewart, Karen; Sullivan, Claire; Tate, Amy; Troughton, Elizabeth; Winter, Joanne; Wortley, Heather; Wright, Brenda

**Subject:** REPORTS 3C AND 3D

Hi all

I sent out reports earlier regarding outpatients attendances will no attendance recorded and no disposal recorded. Data quality have sent an SOP regarding how these reports are validated.

I am sending out to all as a refresher and also to the newer members of staff with us who may not be aware of what needs to be done

Collette

**Collette McCaul**

*Acting Service Administrator (SEC)*

*Ground Floor*

*Ramone Building*

Received from Noleen Elliott 20/04/2023. Annotated by the Urology Services Inquiry.

CAH

Ext

Personal  
Information  
redacted by the USI

**WIT-91994**

Subject: 03D - OUTPATIENT WITH NO ATTENDANCE OUTCOME - DISPOSAL RECORDED (i.e. Added to Waiting List).xls

From: McCaul, Collette <

Personal Information redacted by the USI

To: Dignam, Paulette <

Personal Information redacted by the USI

>, Elliott, Noleen

Personal Information redacted by the USI

Personal Information redacted by the USI

>, Hanvey, Leanne <

Personal Information redacted by the USI

Loughran, Teresa <

Personal Information redacted by the USI

>, Mulligan, Sharon

>, Neilly +5 More

Sent: 19/09/2018, 13:27:40

03D - OUTPATIENT WITH NO ATTENDANCE OUTCOME - DISPOSAL RECORDED (i.e. Added to Waiting List).xls

Ladies

Attached is above report for incomplete AADs. Can we please update any where the clinic has already been typed and needs disposed of.

Thanks

Collette

**Collette McCaul**

*Acting Service Administrator (SEC)*

*Ground Floor*

*Ramone Building*

*CAH*

*Ext*

Personal  
Information  
redacted by the  
USI

Report 19.9.18

Specialty of Clinic Description (R)	Fiscal Year	Fiscal Month	Specialty of Clinic Description	Clinic Identifier/Code	Appointment Date Only	Attendances
UROLOGY	FY2018/2019	FM04	UROLOGY(C)	AAOBU1	16/07/2018	11
UROLOGY	FY2018/2019	FM05	UROLOGY(C)	AAOBU1	13/08/2018	12
UROLOGY	FY2018/2019	FM04	UROLOGY(C)	CAJGHOT	02/07/2018	1
UROLOGY	FY2018/2019	FM05	UROLOGY(C)	CAJGHOT	15/08/2018	1
UROLOGY	FY2018/2019	FM03	UROLOGY(C)	CAOBHOT	15/06/2018	1
UROLOGY	FY2018/2019	FM04	UROLOGY(C)	CAOBHOT	06/07/2018	2
UROLOGY	FY2018/2019	FM04	UROLOGY(C)	CAOBHOT	23/07/2018	1
UROLOGY	FY2018/2019	FM05	UROLOGY(C)	CAOBHOT	02/08/2018	2
UROLOGY	FY2018/2019	FM03	UROLOGY(C)	CAOBUDS	15/06/2018	2
UROLOGY	FY2018/2019	FM04	UROLOGY(C)	CAOBUDS	06/07/2018	2
UROLOGY	FY2018/2019	FM04	UROLOGY(C)	CAOBUDS	19/07/2018	1
UROLOGY	FY2018/2019	FM05	UROLOGY(C)	CAOBUDS	17/08/2018	2
UROLOGY	FY2018/2019	FM05	UROLOGY(C)	CAOBUDS	20/08/2018	2
UROLOGY	FY2018/2019	FM03	UROLOGY(C)	CAOBUDS	15/06/2018	7
UROLOGY	FY2018/2019	FM04	UROLOGY(C)	CAOBUDS	06/07/2018	7
UROLOGY	FY2018/2019	FM05	UROLOGY(C)	CAOBUDS	17/08/2018	10
UROLOGY	FY2018/2019	FM05	UROLOGY(C)	CAOBUDS	20/08/2018	8
UROLOGY	FY2018/2019	FM05	UROLOGY(C)	CCHAEM	09/08/2018	1

70 out of 100

UROLOGY	FY2018/2019	FM05	UROLOGY(C)	CJODUO	15/08/2018
UROLOGY	FY2018/2019	FM04	UROLOGY(C)	CMDHUDS	17/07/2018
UROLOGY	FY2018/2019	FM03	UROLOGY(C)	CMYHOT	07/06/2018
UROLOGY	FY2018/2019	FM05	UROLOGY(C)	CMYHOT	07/08/2018
UROLOGY	FY2018/2019	FM05	UROLOGY(C)	CMYHOT	23/08/2018

**Elliott, Noleen**

Irrelevant redacted by the USI

**From:** Elliott, Noleen  
**Sent:** 05 December 2018 12:01  
**To:** McCaul, Collette  
**Subject:** RE: THIS GUY HAS NOT BEEN PUT ON WAITING LIST?

Collette,

This was one of Mr O'Brien's long waiters who Mr O'Brien brought in for urodynamic studies and flexi to reassess his symptoms. ~~He~~ is on Mr O'Brien's waiting list for TURP since 24/9/16 and remained on it from that date.

Noleen

**From:** McCaul, Collette  
**Sent:** 05 December 2018 11:54  
**To:** Elliott, Noleen  
**Subject:** THIS GUY HAS NOT BEEN PUT ON WAITING LIST?  
**Importance:** High

Noleen I am trying to clear the backlog of AADs this gent has not been put on waiting list can you action asap

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