Witness Name: Jacqueline Totterdell Statement No.: WITN5518001 Exhibits: WITN5518002 - WITN5518003 Dated: 22 September 2020

INFECTED BLOOD INQUIRY

WRITTEN STATEMENT OF JACQUELINE TOTTERDELL ON BEHALF OF ST GEORGE'S UNIVERSITY HOSPITAL NHS FOUNDATION TRUST

I provide this statement in response to the Notice Under Section 21(2) of the Inquiries Act 2005 issued by the Infected Blood Inquiry on 8 September 2020 and the Inquiry's earlier letter, dated 14 February 2020, requesting a written statement under the Inquiry Rules 2006.

I, Jacqueline Totterdell, Chief Executive, will say as follows: -

1. "Of the searches undertaken to comply with our Rule 9 request, dated 15 August 2018, please provide a list of searches, including search terms used."

1. In my letter dated 2 October 2018, I set out the Trust's response to the Inquiry's request, dated 15 August 2018, for all information and documents held in any form by St George's Hospital Haemophilia Centre, excluding individual patient records, which were potentially relevant to the issues set out in the Inquiry's terms of reference. My letter set out the steps taken to review the information held by the Trust and highlighted some of the challenges we had encountered in identifying information that would be of relevance to the Inquiry. In particular, our searches in 2018 identified the issues with the effective and systematic recording of information and a lack of robust documentation management systems and processes. My letter set out that the Trust had been able to identify any records that would fall within the scope of the Inquiry.

- 2. The searches undertaken by the Trust in providing the Inquiry with this response included:
 - Records of the Hospital Transfusion Committee minutes relating to the first year for which the Trust could locate records (2001)
 - Minutes of the hospital executive board dating back to 1993
 - Trust policies related to the St George's Haemophilia Centre
 - Local files stored by the St George's Haematology Centre
 - Medical Records stored within the Department of Infectious Diseases

3. In the absence of identifying relevant records from its searches, the Trust engaged with a number of senior staff who had served in the St George's Haemophilia Centre. In response to the Inquiry's letter of August 2018, the Trust spoke to the following individuals to ascertain both present and past processes and systems for recording and storing documentation within the Centre:

- Dr Steven Austin, Director of the St George's Haemophilia Centre
- Dr David Bahan, retired Consultant Haematologist and former Director of the St George's Haemophilia Centre (appointed 1985)
- Dr John Parker Williams, retired Consultant Haematologist
- Sheila Talbot, Chief Biomedical Scientist for Haemostasis

4. In relation to your request for a list of the search terms used in seeking to locate relevant information, I can confirm that the following search terms were used to search electronic systems: "transfusion medicine". However, our searches also included searches of paper records to which the application of precise search terms was not possible as many of the locations searched lacked a database or indexing system which would have supported the use of specific search terms.

2. "A list of all the Trust information repositories (from 1950 to present day) such as local authorities, University archives and the National Archives, for which the Trust has or has any control, responsibility or oversight."

- 5. Further to your letter of 14 February 2020, the Trust has undertaken an extensive exercise to identify and map all information repositories held by the Trust including those for which it has any control, responsibility or oversight from 1950 to the present day. I should add that while the following list of information repositories is as comprehensive as we have been able to establish, given the lack of effective record keeping and documentary storage records it remains possible that some additional sources of information may potentially exist that we have been unable to identify. I would hope, however, from the list below you can see that the Trust has taken the Inquiry's request seriously and has sought to undertake the fullest possible search of all locations in which the Trust stores, and has previously stored, information.
- 6. The full list of the Trust's information repositories from 1950 to the present day are:
 - <u>National Archives</u>: The Trust has previously deposited information at the National Archives. This includes patient and corporate records in the period of interest to the Inquiry which predated the introduction of the Trust's previous Clinicom patient administration system. We are working with the National Archives to clarify the precise content of its holdings, and the exact dates to which this information relates, as the Trust's own records from the time of which documents were deposited with the National Archives have not been located.
 - London Metropolitan Archives (LMA): The LMA holds records of the Trust from 1733 to 1987. These records include a wide range of material relating to admission and discharge of patients, nursing, staffing, estates, finance, general management, pictorial holdings and private papers. The Trust's records at the LMA include patient and other clinical records between 1965 and 1987.

- St George's, University of London (medical school): The St George's Archives and Special Collections, University of London contains records relating to the Trust from 1952 to the present day, as well as some information which predates 1950. The information held at the archive contains a wide range of information, principally relating to education and training but which also include some committee meeting papers, private papers of former members of staff, and the move of the hospital site from Hyde Park Corner to Tooting, as well as various photographic records.
- Iron Mountain offsite records storage facility: Since 1999, the Trust's records have been stored at Iron Mountain. As at 31 August 2020, a total of 2,460, 902 files were held at the facility across 173,846 boxes, accounting for 222,640 cubic square feet of records. These files contain both patients' medical records as well as a wide range of corporate records. They also relate to a number of the Trust's current and former sites of operation. Although the Trust has used Iron Mountain as its primary hard copy records repository since 1999, the facility holds material pre-dating this. Prior to using Iron Mountain as a storage facility, inactive records - both clinical and corporate - were placed onto microfilm. Due to the way in which these have been stored, we have not been able to establish precisely how far back these microfilm records go, but we do know that our holdings at Iron Mountain include more than 370 boxes of microfilm and that these date back several decades. The Trust can confirm that it has not used any offsite storage provider other than Iron Mountain.
- On-site Medical Records storage: The Trust stores information in its on-site medical records store. This information, which includes patient records, is not an archive of historic health records; instead the records held here are stored short term when it is known there is a requirement for records to be accessed in the near future. Material from the on-site store is transferred to the Trust's holdings at Iron Mountain when access in the short term is no longer required.

- Trust-wide electronic records: The Trust currently has over 100 different electronic clinical information systems which contain patient information and records. The systems that are Trust-wide include iClip (Cerner Millennium), the Electronic Data Management Record (EDM), the Electronic Patient Record (EPM), and the risk management platform, Datix. The Trust implemented a Patient Administration System and Emergency Department solution in 2010, though clinical documentation within the system was not started until 2013. The system has since evolved into iClip (Cerner Millennium) which, since September 2019 has applied to both the St George's Hospital site in Tooting and subsequently to Queen Mary's Hospital site in Roehampton. The system contains a wide range of clinical information and includes, for example, patient administration, prescription details, observations, and progress notes. The Trust's electronic risk management system, Datix, also holds information related to clinical incidents. Datix has been in place at the Trust for over 20 years. While we can say with certainty that the current version of the system has been in place since April 2008, the Trust's internal records do not make clear the precise date it originally commenced using Datix and we are undertaking further enguiries to seek to clarify this.
- Service-specific electronic clinical information systems: In addition to our Trust wide electronic systems, we have over 100 local clinical information systems on which varying degrees of patient and other clinical information is stored. The Trust can provide a full list of each of these specific clinical systems should the Inquiry find this helpful. From this, however, I would highlight some systems that link specifically to haematology. QPulse, a haematology document management system, was initially introduced in 2003/4. This contains patient and other clinical records dating back to its introduction, although fuller records were only transferred onto the system from 2011/12. This system is now managed by South West London Pathology. The Olympus blood tracking system, managed by the Trust's Transfusion Team, was introduced in September 2008 to track blood from transfusion to blood fridges and onwards to the recipient. In addition,

information regarding the reporting of incidents in relation to blood transfusion is recorded on the Serious Hazards of Transfusion (SHOT) national reporting system.

 Systems used by South West London Pathology (SWLP): SWLP was established in 2014 as a new shared pathology service between St George's Healthcare NHS Trust (as it was then known), Croydon Health Services NHS Trust, and Kingston Hospital NHS Foundation Trust. In addition to the QPulse system referenced above, SWLP also have a number of information repositories, which include: the APEX Laboratory information system, which stores receipts of blood results and records of transmission back to hospital systems; Laboratory Information Management System (LIMS) (as well as predecessor systems CITM, EpiCentre, Remesol); data warehouse which contains long-term storage of results and analysis; electronic shared drives which contain minutes of meetings, letters reports and audits; individual analysers containing runs of results; transfusion records in a combination of electronic and paper format; and paper reports , notes, worksheets and historical records.

Trust electronic corporate records: In addition to the Trust's electronic clinical and patient information systems, the Trust holds electronic records of the Trust's Board of Directors, Board Committee, and Management Committee papers and meetings. These corporate records are stored on the Trust's servers in the "corporate" files on the Trust's J: drive. In the case of the Board of Directors, these records go back 22 years to 1998, though earlier files appear to be incomplete in electronic form. Papers held electronically relating to the Trust's Finance Committee and Audit Committee date back to 2005, and those relating to the Quality Committee date back to 2007. Comprehensive Executive management group meetings held electronically date back to 2003, though some information in this format is retained on the system to 2001. Material prior to this is held in paper format at Iron Mountain. In addition, each clinical division and, below this, Care Group within the Trust retains material on their shared folders on the Trust's servers which contain records of meetings held and papers considered by these groups. These include minutes and papers related to the Trust's Transfusion Committee. The completeness of these records and the length of time to which they relate varies considerably.

3. "With reference to (2), please provide a list of the repositories and archives searched in response to the Rule 9 (2) request, dated 15 August 2018."

- 7. In responding to the Inquiry's letter of August 2018, the Trust did not at that time have a list of all information repositories held or controlled by the Trust. It is only in responding to the Inquiry's request for a written statement under the Inquiry Rules 2006 that we have pieced together this inventory of information sources. As a result, the Trust's response to the Inquiry's letter of August 2018 focused on sources of information related specifically to the Trust's Haemophilia Centre.
- 8. The information sources searched in providing the Inquiry with the response of 2 October 2018 were:
 - Trust corporate electronic records in relation to meetings and minutes of the hospital executive board and of the hospital Transfusion Committee;
 - Local Haematology Centre files in both electronic and paper format.
- 9. In addition, the Trust consulted employees who were working during the time period (Dr John Parker Williams, Dr David Bevan and Sheila Talbot).

4. "If the records that were requested in the Rule 9 request, dated 15 August 2018, have been destroyed with the Trust's document retention and destruction policies, please provide copies of a relevant document destruction record or policy as exhibits to the written statement."

10. The Trust has in place two policies that are relevant to the retention and destruction of records. Since August 2017, the Trust has had a Policy for the Retention, Disposal and Destruction of Health Records. This sets clear timescales according to which the Trust should retain patients' health records

and periods after which those records should be destroyed. The retention periods set out in the policy range from 8 to 50 years depending on the specific type of record. Alongside this, the Trust also has a Corporate Records Policy which relates to all Trust records other than patient records, which requires the retention of information from as short as 31 days to 30 year, or in some cases longer.

11. The Trust has reviewed whether it may have destroyed any information relevant to the work of the Inquiry over the years. It appears that while the Trust has in place policies that provide for the destruction of certain types of documents after prescribed periods, the Trust has not applied these policies in practice. As a result, as far as our searches allow, it would appear that no records relevant to the work of the Inquiry have been destroyed by the Trust, and the Trust will ensure that records are retained.

Statement of Truth

I believe that the facts stated in this witness statement are true.

Signed:

GRO-C

23 NW 2022

Dated: _