



Department
of Health

Richmond House
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Meg Hiller MP
Chair of the Committee of Public Accounts
House of Commons
14 Tothill Street
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24 February 2017

Dear Chair

Update on NHS Shared Business Services patient correspondence incident

I wrote to you on 25 October 2016 agreeing to provide regular updates on progress around the NHS Shared Business Services patient correspondence incident. I am writing to you with the first update in order to fulfil this commitment.

The NHS England Incident Team has now completed distribution of around 2,500 documents triaged as potential high risk of harm. 173 responses have been received so far from GPs indicating cases that require further clinical review, and arrangements are now being progressed for relevant clinicians to conduct these reviews between now and March 2017.

Repatriation of the remaining documentation, which has been assessed as being low-risk, was completed in December. This has informed NHS England's negotiations with the British Medical Association (BMA) on payments to General Practitioners (GPs). These payments will be made to paid to 7,699 practices across various payment dates in February 2017 and amount to £2.2m.

No. of documents	Payment received
Less than 20	Fixed payment of £50
20 to 50	Fixed payment of £100
More than 50	£50 for each batch of up to 10 documents

NHS England's commercial discussions with NHS Shared Business Services unit continue, at both official and Board levels, and are hoped to conclude early in the coming weeks.

I shall provide further updates in due course.

**CHRIS WORMALD
PERMANENT SECRETARY**

This letter has been approved and signed by the Permanent Secretary's Private Secretary