

From: FOWLER, Aidan
Sent: 18 August 2022 12:52
To: Helen Hughes
Cc: DIWAKAR, Vinod; TANG, Ming; HUGHES, Mark; MUSSETT, Lucie; FOGARTY, Matthew
Subject: Re: Serious concerns re LFPSE

Dear Helen,

Thank you for sharing this report. As part of our ongoing agile development, and with the service in its Beta phase, this kind of feedback is welcome and useful. It is by design that we strive to continually improve the service based on user feedback and experience, in order to shape LFPSE into something that works well for all users.

We have reviewed the report and identified some important new insights which we will take forward in our programme of continual improvement. We also recognised much of the feedback as chiming with what we have heard from users over the past few months and are actively working on – one of our actions going forward will be to improve the visibility of changes we are making in response. We did also, however, find a few inaccuracies in the report, which may also represent a lack of clarity on our part, which we will endeavour to rectify.

Your members posed their top 30 questions, which we have answered as clearly and candidly as we can, as a first step towards this. We will compile further responses to some of the other feedback and make them available to all stakeholders in due course.

Regards,

Aidan

Dr Aidan Fowler
National Director of Patient Safety NHSE/I
Deputy Chief Medical Officer DHSC