

Witness Name: Nicola Phillips

Statement No: WITN0089001

Dated: 22<sup>nd</sup> October 2025

## THE NOTTINGHAM INQUIRY

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### FIRST WITNESS STATEMENT OF NICOLA PHILLIPS

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I, Nicola Phillips, will say as follows: -

1. I am Nicola Phillips, and I am employed as the Director of Primary Care Services and The Medical Examiner Service for Wales, NHS Shared Services Partnership.
2. I make this statement on behalf of NHS Wales Shared Services Partnership (“NWSSP”).
3. This witness statement is made to assist the Nottingham Inquiry (the “Inquiry”) with the matters set out in the Rule 9 Request dated 21 July 2025 (the “Request”).
4. The Request for specific documentation and information has been considered, however, NWSSP is unable to provide a substantive response in respect of the specific questions raised on the basis that the records were moved from VC’s Surgery in Wales (St Thomas’ Surgery), to Primary Care Services England in 2017. As such, the records are not within NWSSP’s control and cannot be reviewed.
5. Our records show that VC was registered with St Thomas’ Surgery, Haverfordwest between 17<sup>th</sup> September 2007 and 29<sup>th</sup> September 2017.
6. On 29<sup>th</sup> September 2017, VC was registered with a new surgery, University of Nottingham Surgery.
7. On 14<sup>th</sup> November 2017 VC medical records were collected from St Thomas’ Surgery using the HCS courier system. HCS courier system is the health courier service for all Wales NHS logistics.
8. On 14<sup>th</sup> November 2017 VC’s medical records were received at NWSSP Matrix House Swansea. They were then cleared on the system for forward sending on the 15<sup>th</sup> November 2017. As these records referred to a living patient, once the records were received by NWSSP, they were prepared for forwarding to Primary Care Services England as VC registered in Nottingham.
9. If records are received relating to a deceased individual, the records are archived accordingly.

10. Members of staff at NWSSP perform an administration function when receiving records. This entails scanning the NHS number on the front of the record into the system, the patient is brought up onto the system. The status is updated i.e in this instance it would be FFH (Forwarded to Health Authority) with the date which is automatically populated for that day. A label is then generated and placed on the front of the record to indicate its onward location. Members of staff do not access the records to check the contents.
11. VC's records were sent from NWSSP and forwarded to Primary Care Services England ("PCSE") to then be forwarded onto the English GP practice that VC registered with. PCSE do not notify NWSSP when they receive a medical record for forwarding as the systems are not linked.
12. GP Medical record relating to VC were transferred across to Primary Care Services England.
13. NWSSP does not hold any records relating to VC. As such, it is not possible to review the records and provide the requested responses to the Inquiry.

Statement of Truth

I believe the content of this statement to be true. I understand that proceedings may be brought against anyone who makes, or causes to be made, a false statement in a document verified by a statement of truth without an honest belief of its truth.

Signed:

**GRO-B**

Name: Nicola Phillips

Dated: 22<sup>nd</sup> October 2025