

Witness Name: Kiran Jeenkeri

Statement No: WITN0483001

Dated: 27 August 2026

THE NOTTINGHAM INQUIRY

FIRST WITNESS STATEMENT OF KIRAN JEENKERI

I, Kiran Jeenkeri, will say as follows: -

Introduction

1. I have been a consultant psychiatrist at Nottinghamshire Healthcare NHS Foundation Trust ("the Trust") since 2014 and have, concurrently with my medical leadership roles, worked in various clinical services in the Trust, mainly in intellectual disability services. I currently hold the position of Associate Medical Director for the Mental Health Care Group. I am a member of the Royal College of Psychiatrists. I am fully registered with the General Medical Council with licence to practice and in the Specialist Register.
2. I use Rio, the electronic patient record system in use in the Trust, on a daily basis in my clinical role. I also use Rio in my medical leadership role for the purposes of clinical audit, quality reviews, and patient safety incident reviews.
3. This witness statement is made to assist the Nottingham Inquiry (the "**Inquiry**") with the matters set out in the Rule 9 Request dated 23 June

2026 (the “**Request**”). This Request was originally directed to Diane Hull, Executive Director of Nursing, AHPs and Quality at the Trust, but in discussion with the Inquiry, it was agreed that the statement would best be provided by a clinician with expertise in using Rio.

4. I drafted this statement with support from the external solicitors acting for the Nottinghamshire Healthcare NHS Foundation Trust ("the Trust") in respect of the Inquiry, in writing and by video conference. At all times this was under my direct oversight. I also sought input from the Trust's Digital Data Technology Service on technical aspects relating to the functionality of Rio and the audit results.
5. I have been asked to provide further information in relation to the Trust's audit of Rio during the period 24 May 2020 to 13 June 2023, which is exhibited as **WITN0483002** ("the database audit"). Rio is the Trust's electronic patient records system. A further audit report was run following discussion with The Access Group, who are the Rio software suppliers, and this is exhibited as **WITN0483003** ("the web page audit"). The difference between these two audit reports is explained in my statement. **WITN0483002** would seem to provide the more accurate and granular information about the data called from the database by the Rio software and, for those reasons, the primary document. **WITN0483003** is included as it was available as part of this audit. Collectively I have referred to both these reports as "the Rio audit".
6. I note the background context that the Inquiry has provided me regarding the discussion between the Trust and the Bereaved Families about the potential for an audit of the Rio system. I have not had any involvement in VC's care or in the subsequent discussions that have taken place between the Trust and those who have been bereaved or injured as a result of the events of 13 June 2023.

Audit Methodology

7. The Rio audit was carried out by the Trust's Digital Data Technology Service, which is an internal Service operating as part of the Trust.
8. The database audit interrogates all of the database tables that form part of the Rio system to identify those that were read/viewed, created/inserted or updated by a user during the time period identified by the Inquiry. The other possible actions that the audit can log are "delete" and "generate".
9. Most of these actions are self-explanatory. In terms of the "delete" action, I have been informed by the Trust's Digital Data Technology Service that this usually refers to what is known as a logical deletion, whereby the data has been marked for deletion but is retained for audit purposes, even if not ordinarily visible to the user. My understanding is that there are only a limited number of places on Rio where a user can delete data. An example shown in the audit is deletion of authorised users where they have left the Trust. I understand that "generate" is also rarely used as an action but would usually relate to the generation of letters.
10. Timestamps for user access are automatically generated at the time of access. The audit run by the Trust's Digital Data Technology Service is a comprehensive audit but is intended to be used to support other processes (for example determining whether access to a user's record was appropriate or not). The audit by itself does not provide an analysis of the access that has occurred; the appropriateness of it or the duration of access.
11. My understanding is that the Trust's Digital Data Technology Service ran a data analysis that produced the audit data in raw form. The Service then ran a de-duplication and aggregation stage, to increase readability of the audit report. This information was then aggregated into spreadsheet format.

12. While the Trust's Digital Data Technology Service are experienced in producing this type of audit, it is not a 'forensic' analysis conducted by an external specialist body where the audit data might be accompanied by more qualitative analysis as to what the data means.
13. The Trust has made enquiries of The Access Group, who are the Rio software suppliers, and they have confirmed that their own audit capability is the same as the Trust's and that they are not able to run a more detailed audit (particularly to determine duration of access). However, in the course of these discussions, The Access Group did confirm that the web page audit could be carried out and this has subsequently been done. This report shows the web screens accessed by the Rio user and the column headed "PageBaseURL" shows the path and name of the web page.
14. As I have explained, there are some limitations in terms of the results of an internal audit of this nature. A key limitation is that the internal audit does not show with any reliability the duration of a user's access. It is possible to draw limited and inconclusive inference as to duration of access when looking at the times associated with each screen that has been viewed or interacted with, but this needs to be interpreted with this limitation in mind.
15. The Trust has checked this with The Access Group, who have confirmed that they are also not able to provide any additional data to confirm duration of access on each screen, as Rio captures when a screen is accessed but does not explicitly track when the user leaves the screen or how long they remained on the screen. Duration can only be approximated by calculating the time between consecutive screen accesses for the same user/patient session. However, this is an inference, not a direct measurement. On this basis, The Access Group do not believe that they would be able offer a more forensic approach to the information available [WITN0483004].

Overview of the Rio database audit

16. Tab 1, entitled 'Self Claimed Relationships', is a record of every occasion on which a Rio user was required to enter an Access Reason before accessing the specified patient's record. Generally, users are only required to provide an Access Reason where the patient's record is not currently open to their team or ward in Rio. This may occur, for example, where a user needs access to a patient's record before a referral to their team has been created. It may also happen when an on-call clinician has accessed the record due to a clinical need.
17. Tab 2, entitled 'All Access', is a record of every instance a Rio user has accessed the specified patient's record, regardless of whether the user was required to enter an Access Reason. It also records the nature of the activity undertaken, indicating whether the user 'read' the record or performed an 'insert', 'update' or other action to the data. The Trust is unable to reliably interpret the 'insert' and 'update' actions to determine what actually occurred.
18. The Inquiry has specifically requested an explanation of the "Rio screen" field in column E on the first tab and column F on the second tab of **WITN0483002**. I will discuss each of those in turn below.
19. Both tab 1 and tab 2 should be viewed in unison when reviewing a user's access history.
20. The internal audit has been provided in a 'live' form, meaning that filters can be applied to narrow down specific results by user, for example, or date.
21. I have included in this statement screenshots taken from the relevant part of VC's record where I felt this would assist understanding the explanation I have given about a particular part of the internal audit.

Tab 1 – 'Self Claimed Relationships'

22. Where a referral has been made and accepted, users within the relevant team will be able to access the patient's records. However, where a referral has not yet been made and/or accepted, users will be prompted to provide an Access Reason to justify the required access. The Access Reason is selected from a drop-down list containing 11 available options, which are as follows (reproduced verbatim as they appear on the drop-down list):

- a. Audit, Quality Improvement or Service Evaluation (Audit Name if applicable)
- b. Clinical Supervision
- c. Complaint/Investigation
- d. Direct Clinical Care (inc. clinical admin and internal waiting list mgmt.)
- e. IT Staff Functions
- f. MHA/MCA Administration
- g. Non-Clinical Admin (not associated with Direct Clinical Care)
- h. Performance Mgmt (inc. AL, CQC, FOI, commissioner or contract quality analysis)
- i. Research (Please Name Study)
- j. Safeguarding (Adult or Child)
- k. SUI/RCA/Serious Incident Investigation.

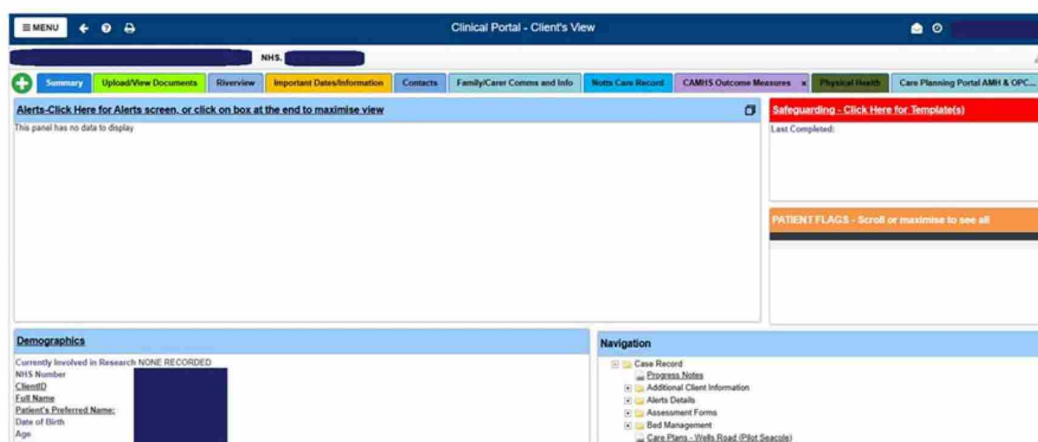
23. To access the Rio system, users would typically search for a patient using the patient's Rio number but searches can also take place through searching sub-parts of the Rio record, such as the inpatient history, patient diary, progress notes. Any search will be guided by the rationale for a user requiring access.

24. Once entered, the user is directed to the landing page, namely the 'Demographics' page. Certain users, particularly administrative staff and care coordinators, may access Rio via the 'Case Record' option instead. Where a referral has been open to a team, clinicians will also be able to access the record via the 'Team Caseload' link. Regardless of the access

route used, both methods direct the user to the 'Demographics' landing page.

25. Further, there are several other ways of accessing Rio, such as via the 'Inpatient History', 'Patient Diary' and 'Progress Notes' screens depending upon the context of the reason for accessing Rio. The search can also be conducted using the patient's NHS number, name, address, and date of birth. Users often begin with the 'Case Record' screen, which is also known as the 'Clinical Portal'. In all cases, where there is not a 'legitimate relationship', the 'Self-Declared Relationship' screen will require completion when the patient's record is accessed for the first time in each viewing session.

26. The template Client Portal page looks as follows:



Tab 2 – 'All Access'

27. An individual patient's 'Referrals Information' screen displays the teams to which the patient is currently open, as well as those teams from which the patient has previously received care or treatment. A screenshot of the 'Referrals Information' screen is provided below.

The third is through the 'Uploads' screen. The 'Uploads' screen contains a wide variety of documents originating from outside Rio and that have been uploaded to the patient's record, including, for example, referral letters from a patient's GP, letters from the patient or carers, or other handwritten patient-related information such as food and fluid charts. In essence, it provides access to documents and correspondence received from external agencies and healthcare providers.

32. The 'Client Alternative IDs' screen is an administrative screen that enables users to view and amend a patient's identification details. It also allows users to record and link identification numbers issued by other organisations. For example, there is an option to enter a patient's social care identification number, as patients are often assigned a separate ID number by the relevant social care authority. As shown in the screenshot below, the screen contains a number of pre-populated ID categories, including A&E numbers, dental numbers and prison numbers.

System Description	Identification
A&E Number	
Registered Healthcare Number	
Care First (Social Care) ID	
CareLink (Social Care) ID	
City Hospital Number	
Dental Number	
District Number	
Framework (Social Care) ID	
Gender Service Ref	
Healthcare Number	
NHS	
GP Ref Number	
PHN Number	
Prison Number	
GMC Number	

33. The 'Client Diary' screen allows users to view a patient's appointment history, including details of the clinicians who have had appointments with the patient. Clinicians are able to create diary entries for forthcoming appointments and, following the appointment, update those entries as necessary. A screenshot of the 'Client Diary' screen is provided below.

36. Reading tabs 1 and 2 together is important when reviewing a user's access history, as each tab provides follow-up information regarding the user's activity. By way of example, the screenshot of Tab 1 in **WITN0483002** below records Dr Rupert Ackroyd as having accessed the 'Case Record' screen.

Self Claimed Relationships entered by any Rio user against client record VC [GRO-D]							
Report Dates: 24/05/20 00:00 - 13/06/23 00:00							
This sheet shows all self-claimed relationships entered by any Rio user against the specified client record. Where a user doesn't have an obvious legitimate relationship with a client, RIO 'challenges' their access and requires a reason to be recorded. The table below shows which screen was viewed and the reason given for proceeding beyond the challenge screen.					Source: R/OLIVE (Local) Date: 30/06/20 Prepared by: Alec Vatholomeou		
User	User Description	Client	Client Name	Screen	Access Date/Time	Access Reason Selected	Comment entered by User
Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services	GRO-D	CALOCANE, Valdo	Case Record	14/07/2020 05:04	Urgent Clinical Query Out of Hours	
Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Case Record	15/07/2020 00:38	Urgent Clinical Query Out of Hours	
Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Case Record	15/07/2020 08:59	Urgent Clinical Query Out of Hours	

37. The screenshot of Tab 2 in **WITN0483002** below shows, in more detail, Dr Ackroyd's viewing history, where it can be seen he appears to be navigating between the 'Client', 'Reports', and 'Progress Notes' screens.

All transactions by any Rio user on client record VC [GRO-D]									
Report Dates: 24/05/20 00:00 - 13/06/23 00:00									
This sheet shows all RIO access by any Rio user relating to the specified client record in the time period stated above. It has been simplified, for ease of use, as follows: Database table names have been renamed to reflect the area of RIO accessed and duplicate rows have been removed. This is because RIO uses several tables at database level to render the screen viewed by the user.						Source: R/OLIVE (Local) Date: 30/06/20 Prepared by: Alec Vatholomeou			
GenUserID	User	User Description	Client ID	Client Name	RIO Screen	Audit Action	Action Date	Action Time	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services	GRO-D	CALOCANE, Valdo	Client	Read	14/07/2020	05:04	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Reports	Read	14/07/2020	05:04	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Progress Notes	Read	14/07/2020	05:04	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Client	Read	14/07/2020	05:06	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Progress Notes	Read	14/07/2020	05:06	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Client	Read	15/07/2020	00:38	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Reports	Read	15/07/2020	00:38	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Progress Notes	Read	15/07/2020	00:42	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Client	Read	15/07/2020	00:42	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Client Names	Read	15/07/2020	00:42	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Reports	Read	15/07/2020	00:42	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Core Assessment Form	Read	15/07/2020	00:42	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Client	Read	15/07/2020	00:44	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Client Names	Read	15/07/2020	00:44	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Reports	Read	15/07/2020	00:44	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Client	Read	15/07/2020	01:50	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Client Names	Read	15/07/2020	01:50	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Reports	Read	15/07/2020	01:50	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Client	Read	15/07/2020	02:19	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Client Names	Read	15/07/2020	02:19	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Core Assessment Form	Read	15/07/2020	02:19	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Client	Read	15/07/2020	02:44	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Core Assessment Form	Read	15/07/2020	02:44	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Core Assessment Form	Read	15/07/2020	02:44	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Progress Notes	Read	15/07/2020	02:44	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Client	Read	15/07/2020	02:45	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Core Assessment Form	Read	15/07/2020	02:45	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Client	Read	15/07/2020	02:55	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Core Assessment Form	Read	15/07/2020	02:55	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Progress Notes	Read	15/07/2020	02:55	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Admission History	Read	15/07/2020	02:55	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Referrals	Read	15/07/2020	02:55	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Client	Read	15/07/2020	03:00	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Progress Notes	Read	15/07/2020	03:00	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Client	Read	15/07/2020	08:59	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Reports	Read	15/07/2020	08:59	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Progress Notes	Read	15/07/2020	08:59	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Admission History	Read	15/07/2020	09:00	
ackroyd, Rupert (Dr)	Ackroyd, Rupert (Dr)	Consultant Psychiatrist - AMH City / Prescribed Services		CALOCANE, Valdo	Referrals	Read	15/07/2020	09:00	

Web Page Audit

38. As explained earlier in this statement, the web page audit produces a report showing each web page accessed by each Rio user accessing VC's records. This information comes with a number of considerations, as it relates to web pages which may evolve and change over time, through updates and software updates and releases.

39. The web page audit fields that are likely to be of most relevance are the following:

- a) Name of User
- b) Name of Deleted User – this captures any Rio user whose account has been deactivated since the activity was recorded
- c) Action Date Time
- d) PageBaseURL – this is the web page being accessed, showing the URL (i.e. path and name) of the web page. The page and its contents may change over the development life cycle of the Rio application (i.e. as changes or updates are made to a web page).
- e) HTTP Method – "Get" and "Post" are HTML commands similar to the "Read" and "Update" actions described for the database audit.
- f) Query Params & Post Params – these are the parameters entered in Rio to display the web page (with the corresponding command being "Get") or to update (i.e. "Post") information.

40. I would emphasise that, as with reading Tabs 1 and 2 of the database audit together, the web page audit report also needs to be read alongside the data captured in the database audit, so as to assist with as fully informed understanding as possible of what was being accessed.

Access of Rio records by Priory Arnold Hospital and Cygnet Health Care Limited

41. The Inquiry has referred me to evidence given by Dr Ajith Gurusinghe of Priory Arnold Hospital, namely paragraph 14 of his witness statement which states that for the Trust's patients, Priory has a read-only access to the Rio system. I have also been referred to the witness statement of Dr Van Niekerk of Cygnet Health Care Limited, in which he states that Cygnet does not have direct access to NHS clinical information.

42. There are a number of entries within **WITN0483002** indicating that Rio records were accessed by consultants from Priory. For example, Tab 2, row 16785 records that Dr Akif Khan, Consultant Psychiatrist, accessed the

'Client' and 'Progress Notes' screens on 7 September 2021. Similarly, rows 18873 to 18879 and 18884 to 18897 show that Dr Ajith Gurusinghe, Consultant Psychiatrist, accessed and viewed a number of different screens within Rio on 1 October 2021. Dr Elcock describes in her third statement (at paragraph 7) [WITN0356092] the access provided to Priory staff by the Trust.

43. With regard to Cygnet, the internal audit appears to corroborate the evidence given by Cygnet to the Inquiry, namely that they did not have access to the Rio system as no access (whether read-only or otherwise) is recorded.

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**

Dated: 27 August 2027

Index to First Witness Statement of Kiran Jeenkeri

No.	URN	Document
		Description
1	WITN0483002	Database audit
2	WITN0483003	Webpage audit
3	WITN0483004	TAG response