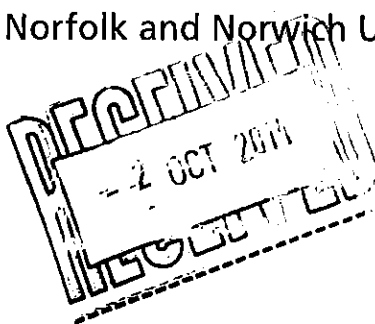


Ms Jacqueline Lake
HM Coroner
69-75 Thorpe Road
Norwich
NR1 1UA



Trust Management
Norfolk & Norwich University Hospitals
NHS Foundation Trust
Colney Lane
Norwich NR4 7UY

29 September 2014

Dear Ms Lake

I write further to the report dated 5 August 2014 that you issued following your inquest into the death of Mr John Wilsher in December 2013.

We have reviewed your report carefully and can respond particularly to your concern number 1 ie that the discharge letter from this hospital contained inaccurate information.

A review of incidents relating to discharge from hospital trusts was published by NHS England in August 2014. In fact, a stream of work concerning this was already underway within the Trust, led by one of our Associate Medical Directors [REDACTED] and involving a number of stakeholder parties, including GPs, consultants, junior doctors etc.

The outcome of that work was presented to our Executive Board at the beginning of September and a series of steps are being put in place to improve the accuracy of discharge information provided to GPs and community services. The aim of these changes is to ensure speedier completion of electronic discharge letters, a more 'rounded' picture of the patient and improved continuity of care. The steps being taken may be summarised as follows:

- Revision of the template discharge letter, to make this easier to complete and give prominence to the most important information;
- Creation of an additional bespoke template letter for patients of our Older People's Medicine Department (such as Mr Wilsher), with fields specific to the issues affecting this group of patients;
- Revision of the prompts guiding clinicians when completing these letters, to ensure all relevant information is included;
- Changes to the training programme associated with use of the templates.

We will continue to monitor the effect of the changes outlined above and whether any further steps are necessary to promote the safe transfer of care between hospital and community.

The Trust sees up to a million patients a year and we recognise the importance of good communication between healthcare providers. Your concerns have been raised with the junior doctor who wrote the discharge letter, to ensure that he is fully aware of the implications of inaccurate information being provided.

I hope that this information provides you with the assurance you need but if it would be helpful to discuss please let us know.

Yours sincerely

[REDACTED]
Anna Dugdale
Chief Executive