



26 06 2015

Martin Fleming  
Assistant Coroner in Surrey

Tel: 01372 216288

e-mail: [REDACTED]

Dear Mr Fleming

### **Inquest into the death of George Palmer – REGULATION 28 REPORT TO PREVENT FUTURE DEATHS**

Further to the conclusion of the inquest into Mr Palmer's death on 11 September 2014, you wrote to Surrey and Borders Partnership NHS Foundation Trust in accordance with the Regulation 28 report to prevent future deaths, stating that during the course of the inquest the evidence revealed matters giving rise to concern. We would like to take this opportunity to offer our sincere condolences to Mr Palmer's family for their loss.

The areas of concern you raised that relate to our Trust and our responses are detailed below:

#### **Discharge follow up mechanisms to contact patients who transfer to a different area to ensure that they are offered continuity of support.**

Our mechanisms to contact Mr Palmer and share information with his GP when he moved to a new area for university did not work as well as we would have expected, for this we are very sorry.

Further to the Inquest, we have reviewed the processes relating to how this Home Treatment Team shares information with new service providers in particular when people who are still in need of mental health services are discharged from our services due to their relocation to other parts of the country. Staff in the Home Treatment Team have been reminded of the local discharge and follow-up procedures for people discharged from Home Treatment Team.

As per our local protocol, our staff will ensure that when they are made aware of the eminent relocation of a person who still requires use of mental health services, they will request from the person, information relating to their new location of residence including GP details. This is to enable us to refer to another provider of Mental Health Services local to them. If the person is yet to be registered with a new GP, we will refer to local services in that new location and also inform their original GP of the discharge and any further referrals for completeness. If a person is temporarily registered with a GP in this area, then their original GP is also notified.

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We will share the full discharge summary with the GP within 7 days of the discharge. We also share a short and precise Discharge Notification with the GP which is sent the same day via fax and documented in the progress notes as such and uploaded to Clinical Documentation in our Electronic Patient Record system. This document gives key and pertinent facts. For example date of admission and discharge to Home Treatment Team (HTT), current medication, and follow-up.

**Appropriateness of follow up letters to the patient in the event of non-contact.**

We accept that follow-up letters alone are not sufficient as a means of contact or a way to ensure that people are receiving mental health support in new areas of residence. It is at times quite challenging for us to ensure that a person who has relocated to a new area is receiving the right level of Mental Health support if they have not registered with a GP as the majority of teams are GP aligned. We however work to ensure that people are well supported; for example if a patient using our service chooses to visit family/friends in another area for a period of time, then we proactively ask if they would like mental health input whilst visiting another and a referral is made, supplying information such as current medication prescribed, risk assessment and Care plans.

We have logged the issues outlined in the Regulation 28 report to our corporate action plan and learning from this will be shared with the rest of the organisation through our quarterly serious incident learning events. We would like to offer our sincere condolences again to the Palmer family for their loss. We hope that the steps we have taken as outlined above assure you and Mr Palmer's family that we have learnt and continue to learn from Mr Palmer's death. Please do not hesitate to contact me or Billy Hatifani, Director of Risk & Safety/Deputy Director of Nursing/Emergency Planning Lead if you require any further information.

Yours sincerely



██████████ Deputy Chief Executive, Director Quality, Director of Nursing

cc Fiona Edwards, Chief Executive