

Mr I Singleton  
HM Assistant Coroner for Wiltshire and Swindon  
26 Endless Street  
Salisbury  
Wiltshire  
SP1 1DP

**Directors' Office**  
Royal United Hospitals Bath  
NHS Foundation Trust  
Combe Park  
Bath  
BA1 3NG



10<sup>th</sup> August 2015

Dear Sir

**Re: Regulation 28 Report in Relation to Elizabeth Godwin**

Please accept this letter as the Royal United Hospitals Bath NHS Foundation Trust's (RUH) response to the Regulation 28 Report dated 19<sup>th</sup> June 2015.

Mental Health Services at the RUH are provided by Avon and Wiltshire Partnership. At the time of Mrs Godwin's admission the duty psychiatrist and the liaison team were only available at weekends between 9am and 5pm. Additional resource has been put in place by Avon and Wiltshire Partnership enabling the provision of a seven day service which facilitates the referral, of all patients who have self-harmed, to the Mental Health Team.

A retrospective review has confirmed that Mrs Godwin was correctly assessed, utilising the Mental Health Assessment Matrix available at the time, as being of low risk, the amendment to the Matrix ensures that future patients, who present with a similar history to that of Mrs Godwin, would flag as an "amber" risk and would receive an assessment by a mental health professional before leaving the Emergency Department.

All junior doctors receive training in the use and application of the mental health matrix at induction. Emergency Nurse Practitioners and Nursing staff also have matrix training. The Emergency Department keep a record of training attendance of medical and nursing staff at teaching sessions. In addition, [REDACTED] Consultant in Emergency Care, is a member of both the Operational and Strategic Mental health groups and feeds back any issues identified.

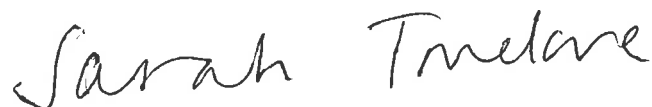
The RUH recognises it has a key role to play in the sharing of information with other relevant agencies. The Emergency Department referral to Psychiatric Liaison is verbal with the conversation documented in the patient's medical records. A letter to the patient's GP detailing the attendance is generated on the same day.

The Emergency Department continues to raise awareness of the importance of family involvement and relatives' valuable knowledge of the patient's wider situation. Teaching sessions, including seven one hour sessions delivered by the clinical psychologist on removing the obstacles to communication with carers and patients, have been delivered.

In addition, there is an allocated space on the self-harm proforma for information about the patient's next of kin, their relationship and the patient's wishes in relation to whether they should be contacted.

The RUH is confident that, together with Avon and Wiltshire Partnership, sufficient changes in process, documentation and resource, have been implemented to minimise the risk to future patients.

Yours Faithfully

A handwritten signature in black ink that reads "Sarah Truelove". The signature is written in a cursive, flowing style.

**Sarah Truelove**  
**Deputy Chief Executive**  
**in the absence of the Chief Executive**  
**Royal United Hospitals Bath**  
**NHS Foundation Trust**