



London Ambulance Service **NHS**

NHS Trust

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REGULATION 28: REPORT TO PREVENT FUTURE DEATHS arising from the Inquest into the death of Anne Wilson

Dear Ms Hayes

Thank you for your Regulation 28 Report to prevent future deaths, dated 21st July 2015, bringing to my attention the matters of concern:

6) It is unclear what version of the MPS Welfare Check policy is currently in force and a final version has not been shared with the LAS despite requests to do so.

7) The MPS and LAS have joint working arrangements but have yet to meet to discuss joint working arrangements under the LAS Welfare checks policy.

We have given careful consideration to the concerns raised and in this I have been advised by the Trust's Director of Operations and Director of Nursing and Quality, as well as senior managers in the Emergency Control Services about the actions to ensure that the learning from this tragic incident is embedded.

A copy of the Metropolitan Police 'External Briefing Note – welfare checks dated March 2014 – updated March 2015 V.1' has been provided following the inquest. No fundamental changes were identified with the previous version (March 2014 – updated December 2014 V.1). We understand the document updated in March 2015 to be the current version in force and is to be incorporated into the LAS/MPS Joint Memorandum of Understanding by end December 2015, in accordance with the annual review process. Nevertheless the Deputy Director of Operations, Control Services and Deputy Director of Nursing and Quality will discuss the policy and its impact for the LAS at the next quarterly meeting of the LAS / MPS Joint Working Group on 13 November 2015.

The METDG Standard Operating Procedure "Procedure for the Assessment of Ambulance Requests Received from the Metropolitan Police Service via CAD Link" v.5.0, issued on 18th February 2015, was provided as an attachment to the Serious Incident Investigation Report STEIS 2015 – 5617 of 2 June 2015 which included guidance on the management of police calls to high risk patient groups and no reply on ring back (paragraphs 6.1 and 6.2). The guidance did not include the MPS welfare checks policy, and so as an interim measure and prior to the meeting on 13 November 2015, a Control Services Bulletin will be issued at the

end of September 2015 about the MPS welfare checks policy to mitigate the risk of a call to a vulnerable patient being closed prior to assessment by a clinician.

Following this Regulation 28 Report, the Director of Operations, who is the Trust's strategic operational lead for joint LAS and MPS working and the Director of Nursing and Quality, who is responsible for strategic and policy liaison regarding mental health and safeguarding with the MPS, have asked for our joint meeting arrangements to be reviewed and clarified to ensure that the governance arrangements are robust and that the LAS is represented at an appropriate level in the future.

In closing I should like to offer my condolences to Anne's family and to apologise for the shortcomings that were identified in the in the Serious Incident Investigation Report dated 2. June 2015, which was shared with you and Anne's family. I do hope too that this reply will be helpful in explaining the action taken and being taken to address the matters of concern.

Yours sincerely,



Dr Fionna Moore
Chief Executive London Ambulance Service NHS Trust