



## Department of Health

From the Lord Prior of Brampton  
Parliamentary Under Secretary of State for NHS Productivity (Lords)

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9 October 2015

Thank you for your letter of 10 August 2015 to Dr Felicity Harvey following the inquest into the death of Robert Hogg. I am responding as the Minister responsible for this policy area. I was extremely sorry to hear of Robert's death and wish to extend my sincerest condolences to his family.

Your concerns in this case arise from the handling of an emergency call that was made by Robert's mother to the NHS 111 service provided by the South Central Ambulance Service (SCAS) on the 21 April, following a deterioration in Robert's health.

Following Robert's death, an investigation report, prepared by Suzanne Solera for SCAS, revealed the following area of concern:

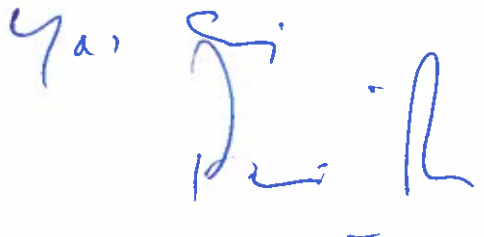
***"NHS Pathways toddler/child Pathways are not necessarily highlighting/picking up very sick children. This is not the first event relating to incidents involving toddlers/children and this has been highlighted through our own Pathways Lead to NHS Pathways for investigation".***

Evidence at the inquest showed that no changes had been made to the toddler/child pathways and you are therefore concerned that this issue is a continuing risk.

As in the majority of NHS 111 services, SCAS uses NHS Pathways Clinical Decision Support System (CDSS) to support safe assessment of calls received by the service. This system allows for sorting, or triage, of calls such that they may receive an appropriate response.

The Health and Social Care Information Centre (HSCIC) is the national provider of information, data and IT systems for commissioners, analysts and clinicians in health and social care. HSCIC is an executive non-departmental public body and is responsible for the NHS Pathways system. NHS Pathways has provided a response which I am enclosing.

I am grateful to you for bringing the circumstances of Robert's death to my attention and hope that you find this reply helpful.

A handwritten signature in blue ink, appearing to read 'David Prior', is written over the printed name.

**DAVID PRIOR**