



Professor Sir Bruce Keogh
National Medical Director
Skipton House
80 London Road
SE1 6LH

2nd October 2015

Tom Osborne LL.B
HM Senior Coroner for Bedfordshire
and Luton
The Coroner's office
The Court House
Woburn Street
Amphill
Bedfordshire
MK45 2HZ

[REDACTED] (Director of Nursing & Quality)

Dear Mr Osborne,

RE: Inquest touching the death of Lorraine Joyce Bird

On the 10 August you wrote to NHS England requesting a response to the Regulation 28 report in relation to Lorraine Joyce Bird. Firstly, I would like to express my deepest sympathy to the Bird family.

NHS England has received assurance from Colchester Hospital University NHS Foundation Trust and East and North Hertfordshire Trust on the actions taken following the Coroner Rule 28 Regulation Report for the death of Lorraine Joyce Bird.

Further full detail is provided in the letters of correspondence (attached) from Mrs Lucy Moore (Chief Executive, Colchester Hospital University NHS Foundation Trust dated 25 September 2015 and Mr Nick Carver (Chief Executive, East and North Hertfordshire NHS Trust), dated 15 September 2015. Specific assurances with regard to the concerns raised by the Coroner are addressed as follows:

- The Colchester Hospital University NHS Foundation Trust has worked closely with the Clinical Commissioning Group ("CCG") to develop a pathway to enable local implementation of the guidance for the use of thromboprophylaxis in ambulatory patients requiring temporary limb immobilisation. All relevant parties both within the hospital and community

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services have been actively involved in this process which has been signed off by Trust Thrombosis Management Board on the 7 September 2015 and the North Essex Medicines CCG Medicines Management Committee on 29 September 2015.

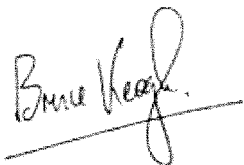
- An Education programme for the Emergency Department has been introduced to support the implementation of the guidance. The new pathway across primary and secondary care will commence on the 2 November 2015 as funding is not an issue for implementation.
- The commissioning CCG will monitor through the Quality Review Meetings with the Trust implementation and compliance against the guidance.
- The East and North Hertfordshire NHS Trust have implemented appropriate clinical guidance and protocol for patients attending for treatment at the Plaster Room. This interim guidance will be reviewed by the Clinical Commissioning Group (CCG) Medical Adviser, pending the outcome of the review of NICE guidelines by the Royal College of Medicine and the issuing of the full policy. The CCG will ensure the Trust provides update guidance/training to all clinical staff within the Plaster Room.
- The commissioning CCG will agree and monitor through the Quality Review Meeting a clear date for completion of the revised policy and implementation of it (interim guidance already in place).
- The commissioning CCG will audit the Trust on compliance against the interim guidance and the Policy once completed alongside the associated documentation.
- The commissioning CCG will agree a timeframe for the patient information leaflets to be updated and ensure that these are available to patients, in light of this new guidance.
- The Trust has reviewed all patient information available in the Plaster Room and has ensured it contains effective information to alert patients to potential complications and to recommend urgent contact with the Plaster Room or Emergency Department in case of pain or complications
- The Trust will update existing patient information regarding the importance of maintaining mobility whilst having a limb in a cast. Patient information will be updated in line with the NPSA guidance on suggested minimum mobilisation time which in turn can help prevent the complications of immobility, including thrombosis.

The Trusts and commissioning CCGs have put in place systems to ensure that the risk of such a tragic incident reoccurring are mitigated and that all patient information and clinical guidance is updated and implemented in line with national protocol and guidance.

As part of NHS England's role in CCG assurance and oversight, Midlands and East (Central Midland and East) will ensure compliance with the above corrective

actions through formal quarterly reviews with the CCGs and monthly NHS England assurance forums with the Nursing and Medical teams.

Yours sincerely,

A handwritten signature in black ink that reads "Bruce Keogh". The signature is written in a cursive style and is underlined with a single horizontal stroke.

Professor Sir Bruce Keogh KBE, MD, DSc, FRCS, FRCP
National Medical Director
NHS England