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Your ref: 30092015regulation28HP

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23 November 2015

PRIVATE AND CONFIDENTIAL

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Mr A Walsh
Coroner's Officer
H M Coroner's Office
Paderborn House
Civic Centre
Bolton
BL1 1QY

Dear Mr Walsh

Re: Harry Pryal
[REDACTED]
[REDACTED]

Thank you for your letter dated 28 September 2015 with regards the inquest findings into the death of Mr Pryal and the directions given under regulation 28 of the Coroners and Justice act 2009 (a2013). I would like to inform you that many actions were being progressed by a number of the organisations prior to the inquest and this has enabled the Trust to provide you with a detailed response.

In preparing this response 5 Boroughs Partnership NHS Foundation Trust (the Trust) have worked jointly with Wrightington, Wigan and Leigh NHS Foundation Trust and have been in contact with Wigan Clinical Commissioning Group to ensure that all actions align to achieve a more integrated care pathway.

I would like to advise you of the actions the Trust has taken since receiving your letter. Taking your points in turn I can confirm the Trust has taken the following steps:

i. The provision of notes within hospital records in relation to telephone referrals or other referrals for advice in relation to the treatment and care of the patient.

We have developed a standardised proforma for use on transfer between the Trust and Wrightington, Wigan and Leigh NHS Foundation Trust to be kept within the care record. These proforma have been created by the clinicians who will be using them and have been discussed at the Wigan Medical Staff Committee (minutes available).

We have shared this work with our colleagues in Wrightington, Wigan and Leigh NHS Foundation Trust who are looking at a pilot to test the clinical appropriateness of the proforma.

A directive has been given to all clinicians within the Trust relating to the recording of clinical advice by specialist services. In Mr Pryal's case, this was with the medical registrar for medicine. There is a requirement that all clinical advice we receive is fully recorded, with emphasis on the recording of the name, grade and contact details of clinical colleagues we speak to. This has been sent out for immediate action via an internal email.

Although this incident occurred in Wigan, it is important to share the wider learning across the Trust. To facilitate the learning this incident will be discussed at the next Lessons Learned Forum on 24 November 2015 chaired by our Medical Directors. Further dissemination of the lessons learned from this incident will be developed at the forum and will be communicated Trust wide.

ii. A review of the liaison, understanding and interpretation of the service level agreement in relation to radiology.

A joint review of all SLAs held between Wrightington, Wigan and Leigh NHS Foundation Trust and 5 Boroughs Partnership NHS Foundation Trust is underway. This includes, and has started with the service level agreement for the provision of radiology services. The review process will incorporate the following steps:

- a) A thorough review of the service specification by 5 Boroughs Partnership NHS Foundation Trust clinicians to assure themselves that the service specification is sufficiently robust and specific to support the provision of clinically safe services.
- b) A review of the service specification by Wrightington, Wigan and Leigh NHS Foundation Trust to ensure that the agreed service specification is deliverable.
- c) A review of the wording in the service level agreement to remove any ambiguity and to ensure a consistent interpretation by both parties.
- d) The identification of key performance indicators / management information to be provided to allow for appropriate monitoring of the service provided.
- e) Identification of a 5 Boroughs Partnership NHS Foundation Trust clinical and operational lead for each service level agreement.
- f) Scheduling of routine service review meetings between 5 Boroughs Partnership NHS Foundation Trust and Wrightington, Wigan and Leigh NHS Foundation Trust.

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Feedback from 5 Boroughs Partnership NHS Foundation Trust clinicians on service specifications is being sought and an initial meeting with Wrightington, Wigan and Leigh NHS Foundation Trust has taken place.

iii. Review of electronic systems

At present each organisation is responsible for the creation, safe storage and maintenance of its own clinical records. As we move to an ever increasing paper-light NHS, we are now doing more and more on computers.

In Mr Pryal's case, there was a failure between the Trust and Wrightington, Wigan and Leigh NHS Foundation Trust to appropriately locate or share information critical to Mr Pryal's care. As an immediate but interim step, we have received agreement from Wrightington, Wigan and Leigh NHS Foundation Trust to have secure web-based viewing to all diagnostic reports via a system that can only be accessed from an NHS computer via a secure log in.

The provision of the log-in accounts is in progress but early signs are that all substantive medical staff will receive one, and we are reviewing how we manage out of hour's access with the medical rotation of doctors. This challenge will form part of our on-going action plan.

Wigan Borough Clinical Commissioning Group has set out commissioning intentions for the 2016/17 contract with the focus on delivery of the borough's major transformation programme. In November 2015 the urgent care service who deliver out of hours care and assessment were granted access to the Medical Interoperability Gateway. This allows real time access to all primary care records that the service has permission to see. Whilst this doesn't directly link to Mr Pryal's case, this is a further step taken to align health information in the Wigan Borough. All clinical letters and information routinely sent to a GP, in this case information from Wrightington, Wigan and Leigh NHS Foundation Trust to GPs will be accessible with patient consent to Trust staff.

As the Trust is moving to a purpose built bespoke mental health hospital in 2016/17, an IT work stream has been initiated to review all future IT connectivity needs to ensure that all these systems are fully compatible in the new hospital once we move off Wrightington, Wigan and Leigh NHS Foundation Trusts site. This project has recently incorporated North West Ambulance Service.

iv. Review of notes

The Trust's records manager is reviewing the process for clinical record audit in line with recent organisational changes that have occurred. This is being completed by the Records Management team and reported to the Chief Nurse and Executive

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Director for Operations [REDACTED] This process will audit policy compliance over paper and electronic records and following the review, recommendations for change are to be considered in the amended final policy.

v. Review of the provision of physiotherapy and Occupational Therapy.

The Trust has carried out a review to identify need in this area and to identify the clinical pathway and demand.

Discussions at a senior level are taking place between 5 Boroughs Partnership NHS Foundation Trust and Bridgewater NHS Foundation Trust to clarify arrangements for the provision of physiotherapy and occupational therapy.

For the interim period, requests for physiotherapy and occupational therapy from the in-patient wards at Leigh Infirmary are being flagged urgently to our Professional Lead for Allied Health Professionals who will source the appropriate professional from our wider Trust resource.

She will also complete the required specification for submission to Wigan Clinical Commissioning Group to maintain the service either from Bridgewater NHS Foundation Trust or the Trust will identify an alternative supplier.

Yours sincerely



Simon Barber
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