

18 FEB 2016

James Paget University Hospitals

NHS Foundation Trust

Lowestoft Road
Gorleston
Great Yarmouth
Norfolk
NR31 6LA

15th February 2016

Private and Confidential

Mrs Jacqueline Lake
Senior Coroner for Norfolk
69 – 75 Thorpe Road
Norwich
Norfolk
NR1 1UA

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Dear Mrs Lake

RE: Regulation 28 Report to Prevent Future Deaths following the inquest into the death of Mr Christopher Higgins

Thank you for your letter dated 24th December 2015 following your inquest into the death of Mr Christopher Higgins.

Although the Trust was not an Interested Person at the inquest, I understand that the inquest raised concerns that there was no arrangement in place between Norfolk and Suffolk Mental Health Trust and any of the acute hospitals in Norfolk to alleviate, as far as possible, distress to any patient detained under the Mental Health Act. Hence, you have made this report under paragraph 7, schedule 5, of the Coroners and Justice Act 2009 and regulations 28 and 29 of the Coroners (Investigations) Regulations 2013.

We have considered the issues you raised in your report and we have worked with colleagues at Norfolk and Suffolk Mental Health Trust to develop a process for ensuring that patients under the care of mental health services who require acute care, either planned or as an emergency, have a clear pathway which includes agreed communication channels between clinicians, to expedite that care and reduce any potential for distress. Together we have developed a flow-diagram to describe this process which is being used with immediate effect. I have attached a copy of this flow-chart for your information. We will monitor adherence to this new agreed process via the regular operational liaison meetings between our two trusts.

I would like to thank you for bringing your concerns to my attention. Please do not hesitate to contact me if you require anything further.

Yours sincerely



Christine Allen
Chief Executive

