

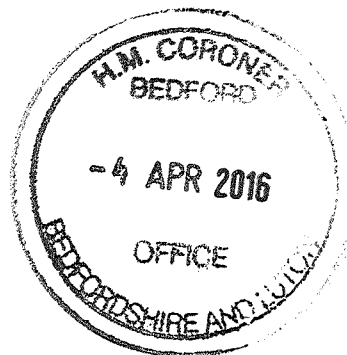
South Wing
Kempston Road
Bedford
MK42 9DJ

Your ref:38671-2015
Trust Ref SC/ALD

Tel: 01234 355122
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1 April 2016

Mr Tom Osborne
HM Senior Coroner for Bedfordshire and Luton
Coroner's Office
The Court House
Woburn Street
Amphill
MK45 2HX



Dear Mr Osborne

Regulation 28 Report Following Inquest into the death of David Mostari

Thank you for the report dated 5 February, sent to the Trust under cover of a letter from your Senior Officer dated the same day.

The Trust was obviously very concerned that you considered there is a risk of future deaths as there did not appear to you any robust system in place for ensuring that urgent tests and imaging are carried out without delay, particularly at the week end.

The Trust has therefore developed and is in the process of implementing the attached position statement/ action plan in order to ensure that there is a robust system in place. I hope that this will give you sufficient assurance that the appropriate steps have been or will be taken to reduce the potential risk of future deaths.

A copy of this letter and the attachment is being sent to both Mr Andrew Mostari, as an interested party and the CQC. A copy of the covering letter to Mr Mostari is attached.

Yours sincerely



Stephen Conroy
Chief Executive

South Wing
Kempston Road
Bedford
MK42 9DJ

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Trust Ref SC/AL

1 April 2016

Mr Andrew Mostari
16 Partridge Piece
SANDY
Beds
SG19 2UP

Dear Mr Mostari

Regulation 28 Report Following Inquest into the death of David Mostari

May I on behalf of the Trust extend my unreserved apologies for the failures in the care offered by the hospital during your father's final illness, as identified in the Trust's serious incident investigation report. Please accept my sincerest condolences.

The Trust was obviously very concerned that at the Inquest, the Senior Coroner considered there was a risk of future deaths as there did not appear to him to be any robust system in place for ensuring that urgent tests and imaging are carried out without delay, particularly at the week end.

The Trust has therefore developed and is in the process of implementing the attached position statement/ action plan in order to ensure that there is a robust system in place. I hope that this will give you sufficient assurance that the appropriate steps have been or will be taken to reduce the potential risk of what happened to your father happening again. A copy has been sent to the Coroner.

If you have any queries, or would like to discuss further what happened to your father, do please contact me and I will do my best to ensure that you get the answers you want.

Yours sincerely



Stephen Conroy
Chief Executive

Hospital at Night

Out of hours handover (please complete in block capitals)

Handover details

Handed over by _____ Handed over to _____

Day(s) covered by this handover (please circle) **Mon Tue Weds Thu Fri Sat Sun**

Patient surname, forename date of birth, NHS hospital no	Responsible consultant, patient current location	Diagnosis/problem list/ differential diagnosis (include any risks or warnings)	Reason for handover	Outstanding issues (tasks to be done)	Aims and limitations of treatment (eg resus/TTU/ventilation/ inotropes/active/ palliative/ surgery – yes/no)
					Weekend discharge yes/no
					Weekend discharge yes/no
					Weekend discharge yes/no
					Weekend discharge yes/no
					Weekend discharge yes/no

Position Statement/ Action plan in response to Coroner's conclusion and section 28 report following the Inquest into the death of David Mostari

Concerns identified;

There does not appear to be any robust system in place for ensuring that urgent tests and imaging are carried out, without delay, particularly when the patient is admitted at the week-end

Current position/ proposed action

Imaging

Plain-xray

1. 24/7 service available. Radiographer on premises on call

CT scanning

1. Routine CT lists run Saturday and Sunday 10am - 1 pm for routine and emergency cases
2. Access to CT scanning 24/7 on call, most indications are based on protocols e.g. head injury
3. Other requests can be made via on-call consultant discussion with an on call radiologist for imaging of any patient.

Ultrasound imaging

1. Available by on-call consultant discussion with an on call radiologist for imaging of any patient.
2. Available 7 days a week and 365 days a year

MRI Imaging

1. Available 7 days a week but currently not available out of hours as an emergency service. Patients requiring MRI for specific condition e.g. spinal condition transferred to specialist centre.
2. Radiologist on-call available however out of hours as well as in hours to discuss any cases and discuss alternative imaging modalities if appropriate

Fluoroscopy, Special procedures (e.g. Barium enema, nephrostomy),

Requests can be made via on-call consultant discussion with an on call radiologist for imaging of any patient.

General

Electronic reporting and availability of images has been in place for several years
On-line electronic requesting of radiological examinations to be introduced and rolled out in starting in April 2016. Training provided

Full details of services available and requesting arrangements now publicised on trust intranet.

Pathology

Laboratory open and staffed 24/7 for testing of specimens.

Pharmacy

Opening Hours extended during 2015 to Monday- Friday 8.30-6.30, Saturdays 9-4, Sundays 11-4.

Endoscopy

Following extensive refurbishment and extension of the department in 2016/17, this services is now able to offer a full 8am-6pm service 7 days a week for Gastroscopy, Trans Nasal Endoscopy, Colonoscopy, Flexible Sigmoidoscopy, Cystoscopy, Bronchoscopy, ERCP and Breath Tests.

Medical Handover

Under the Hospital at Night development, an electronic handover sheet has been developed, to highlight outstanding tests/ results to doctors on change of shift to ensure that investigations are pursued/ acted on - sample attached

This process was been audited in March 2016 as part of the SI action plan.

Details of these services and how to access them have since February 2016 been included in the new doctor locum packs available on the Trust's intranet.