

request 23/1/17

MC

Norfolk and Suffolk

NHS Foundation Trust

11 APR 2017

Trust Management
1st Floor Admin
Hellesdon Hospital
Drayton High Road
Hellesdon
Norwich
NR6 5BE



Our Ref: MS/mp

5 April 2017

Private and Confidential

Ms J Lake
HM Coroner
Norfolk Coroner's Service
69-75 Thorpe Road
Norwich
Norfolk
NR1 1UA

Dear Ms Lake

Regulation 28 report following the inquest of Mr David Read on 23 January 2017

I write in response to your report dated 8 February 2017. Under paragraph 7, Schedule 5, of the Coroners and Justice Act 2009 and regulations 28 and 29 of the Coroners (Investigations) Regulations 2013 you requested the Trust consider issues of service delivery following the conclusion of the inquest into the death of Mr Read on 23 January 2017.

You recorded the details of Mr Read's contact with the Trust in the period prior to his death, identifying that after cancelling the first appointment with the community mental health team, due for 21 March 2016, the new appointment was arranged for 14 July 2016. Mr Read died in between this time.

Reflecting on this period of time, it is observed there were a number of challenges within the team with respect to vacancies and staff on maternity leave. These had an impact on the team's ability to offer appointments. Subsequent to this period, recruitment to vacancies means the team is currently fully staffed.

The team have also made amendments to practice since this time and proposed additional actions upon reflection of your report, with the intention to develop patient safety and experience. These are detailed below.

- If a service user does not attend an appointment they will have a phone call to rearrange an appointment instead of sending a letter.
- The service user will no longer get a letter stating that they have been put on a waiting list.
- The service user will be given the phone number for the duty worker so if they experience change in their circumstance before attending their appointment they can speak to someone.
- Any phone calls to the team or duty worker raising concerns are documented on Lorenzo (the electronic patient record system) and communicated within the team.



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Ms Lake

- 2 -

- The clinical team leader monitors cases that have an appointment pending on a daily basis, taking account of any phone calls or concerns and allocates them a sooner appointment based on the assessment of potential change in risk.

Thank you for raising this matter of concern, which has assisted the Trust to consider further learning that can be made.

If I can be of any further assistance please do not hesitate to contact me.

Yours sincerely



Michael Scott
Chief Executive



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