

**Private and Confidential**

Mrs Heidi Connor,  
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By secure email to: [coroners.office@nottinghamcity.gcsx.gov.uk](mailto:coroners.office@nottinghamcity.gcsx.gov.uk)

28<sup>th</sup> March 2018

Dear Mrs Connor,

**Inquest touching the death of Professor Douglas Hodges**

**Regulation 28 Report to Prevent Future Deaths**

Further to my previous response dated 28<sup>th</sup> November 2017 I am now writing to provide a final update on the actions we have implemented.

Our pilot has concluded and we are now rolling out Best in Class Prescription Management across the estate.

652 stores have had a visit by a member of the field operations management team to check on the implementation of the agreed process and provide coaching, support and guidance.

An improved reporting mechanism has been developed to record actions and results of the audit and support the ongoing maintenance of the changes which have been implemented.

The Best in Class audit contains 2 specific questions linked to reducing the risk of a similar incident that occurred at Chilwell.

**“Do you check the e-messages tab for prescriptions which have been printed but not labelled each day?”**

85% of recorded audits scored YES

Any prescriptions which have been downloaded that day, but not labelled, will be highlighted on the e-message tab and the whereabouts can be investigated.

**“If a patient presents to collect a EPS prescription do you download and print that prescription only?”**



### 82% of recorded audits scored YES

This action reduces the likelihood of any other prescriptions downloaded and printed at the same time from being mislaid.

The specific outcome for the complete audit for our Chilwell store was 85% and answered YES to the two specific questions.

It's also been agreed that the field operations management team will re-audit on each branch visit to keep the focus on the process change a business priority. The outcome and learning will be shared at the quarterly divisional team meetings,

A model day process has been developed and includes checking the e-message screen at the end of the day, labelling all prescriptions by the end of the day and therefore removing the need for the A-Z files. SOP14 has been updated and re-launched to reflect these changes and the completion rate is currently 88%.

My Professional and Regulatory Standards Manager has been involved in the NHS Digital workshop meetings relating to their investigation into highlighting urgent prescriptions electronically, using the knowledge acquired during the investigation to help with any solution.

I trust this final update reassures you that Well has taken a very proactive stance following this tragic incident and that we are committed to enhancing patient safety across our estate.

Regards,

[Redacted signature]

[Redacted name]  
Pharmacy Superintendent  
Well