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Ms. A Crawford  
HM Assistant Coroner for the County of Surrey  
Station Approach  
Woking  
Surrey  
GU22 7AP

26th February 2018

Dear Ms. Crawford

**Re: Mrs. Margaret Silver**  
**Regulation 28 Report to Prevent Future Deaths**

Please find below my responses to your concerns raised following the inquest into the death of Mrs. Margaret Silver.

- 1. Current procedures may result in inaccurate or contradictory information about prescribed medication being included in hospital discharge summaries:*

The Trusts discharge letter template is to be amended to enhance safety associated with the generation and consequently improve end-user clarity regarding medications. All information pertaining to medications will be included in the same section on the discharge letter. An instruction note to be added to inform the Junior Doctors that all medication instructions should be confined to the medication section on the letter.

The Trust intends to introduce electronic prescribing in 2019. This system utilises electronic systems to facilitate and enhance the communication of a prescription or medicine order, aiding the choice, administration and supply of a medicine through knowledge and decision support and providing a robust audit trail for the entire medicines use process.

The benefits of ePrescribing for all users and all medicines-related tasks starts with the generation of a legible and complete medication order. This information can then be shared among multiple healthcare professionals, allowing reliable access to medicines information without having to hunt down a single paper record.

- 2. The procedures in place for recording a patient's medication on admission to, and discharge from, hospital may fail to identify circumstances in which a patient is no longer in receipt of potentially life-saving medication:*

The Trust has commenced a pilot on the 12<sup>th</sup> February 2018 on new ways of working with nursing, residential and domiciliary care providers. Since March 2017 a multidisciplinary team of professionals from Ashford and St Peter's NHS Foundation Trust and Adult Social Care have been working with a number of providers to identify better ways of working that will improve outcomes for individuals during and after their stay in hospital.

All individuals that receive care from one of the pilot providers will be admitted to hospital with a red bag and a care passport. Inside their red bag will be their 'My Care Passport', medicines, medication documentation, personal belongings and essential items.

The care passport will give professionals all the necessary information on the delivery of care for that individual, as well their interests, likes and dislikes. Each care passport will also be updated when the individual leaves hospital, so the provider can quickly understand if they need to be supported differently once they are back in the community. In addition to the red bag, we will be facilitating earlier and better communication and information sharing between the wards and the providers both before and after discharge to support the delivery of care once the person is back in their home setting.

- 3. The procedures in place for discharge planning may fail to ensure that occupational therapists' recommendations regarding necessary support and equipment are not passed on to those caring for patients in the community necessary support and equipment are not passed on to those caring for patients in the community:*

The 'Red Bag' process described above will improve the multidisciplinary communication between providers. Additionally there will be a section added to the discharge summary letter whereby Therapists can provide community providers with appropriate instructions regarding equipment required following discharge.

I hope the details of the changes we have made to our practices are sufficient to allay the concerns you have raised in your report.

Please do not hesitate to contact me should you require further details or documentation.

Yours sincerely



**Suzanne Rankin**  
Chief Executive