

*Office of the Medical Director*

Dr Neill Hepburn, Medical Director (GMC No 2855408)  
Email: [neill.hepburn@ulh.nhs.uk](mailto:neill.hepburn@ulh.nhs.uk) Tel: 01522 573850

Dr Richard Andrews, Associate Medical Director (GMC No 3172313)  
Email: [richard.andrews@ulh.nhs.uk](mailto:richard.andrews@ulh.nhs.uk) Tel: 01522 573179

Dr Gurdip Samra, Associate Medical Director (GMC No 3180655)  
Email: [gurdip.samra@ulh.nhs.uk](mailto:gurdip.samra@ulh.nhs.uk) Tel: 01205 445338

Dr Matthew Dolling, Director of Medical Education & Training  
Email: [Director.Education&Training@ulh.nhs.uk](mailto:Director.Education&Training@ulh.nhs.uk) Tel: 01522 573846

Trust Headquarters  
Lincoln County Hospital  
Greetwell Road  
Lincoln  
LN2 5QY

Tel: 01522 573978

PA to Medical Director: [REDACTED]  
Email: [REDACTED]  
[www.ulh.nhs.uk](http://www.ulh.nhs.uk)

Mrs H Connor  
HM Assistant Coroner Nottinghamshire  
The Council House  
Old Market Square  
Nottingham NG1 2DT

9<sup>th</sup> April 2018

Dear Mrs Connor

I write on behalf of the Chief Executive in response to your Regulation 28 Report to Prevent Future Deaths, following the inquest into the death of Mrs Elaine Bradbrook.

The Inquest process is managed by [REDACTED] Legal Services Manager and I understand that she provided you with a statement in November 2017 outlining the problems that occurred in this particular case due to a communication issue between your office and the Trust. Due to this breakdown in communication, the usual procedures were not triggered in the Legal Services Department. The Legal Services Manager is a member of the SI (serious incident) Group which meets weekly and any issues arising from inquest reports or early indications from the Coroner or other hospitals (as in this case), would have been picked up and addressed at that meeting. The Legal Services Manager and her team work closely with the Risk Team in linking up SI investigations and inquests and I am sorry this did not happen in this particular case.

It is usual practice for the Legal Services Manager to ensure that staff are adequately supported through the inquest process either meeting her or with the Trust's legal representatives, if instructed. Indeed, this is a large part of the role of the Department. I am sorry this did not happen in this particular case. I am confident that there are processes in place in the Legal Services Department to ensure requests are dealt with in a timely manner and staff are adequately supported, when notified.

I agree that there are clear learning points from this case and I have asked the Risk Team to commence an SI investigation to review the care and submit an action plan, as necessary. I will of course share this with you and the family once complete.

The Trust recognises that the SI process at that time was poor. However we have, in the last 12 months, made significant improvements to our SI process and this incorporates training across the Trust on undertaking SI investigations. This process is being overseen by me and the Director of Nursing and we currently have in post an Interim Director of Governance who is leading on this project. Our new Risk Manager also commenced in post in February 2018.

Whilst this is very much a work in progress, I hope you will be assured that the Trust is striving towards a much improved SI process.

Yours sincerely



**Dr Neill Hepburn MBA MD FRCP**  
Medical Director (GMC 2855408)