



Mr. C Dorries
HM Senior Coroner
The Medico -Legal Centre
Watery Street
Sheffield
S3 7ES

Professor Stephen Powis
National Medical Director
Skipton House
80 London Road
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3rd September 2019

Dear Mr Dorries

Regulation 28 report in relation to Mrs Elizabeth Glen Self (deceased)

I write in response to the above report sent to NHS England on 30th October 2018. Firstly, I would like to apologise to the family of Mrs Self and yourself for the delay in this response. Whilst it is not an excuse, we have been in a period of significant organisational change and this has delayed the response. I would like to offer my condolences to the family of Mrs Self and apologise for any added distress this delay has caused.

I note that you have been satisfied that the trust has ensured appropriate learning has been taken to ensure this situation does not arise again.

You have asked NHS England and Improvement to ensure that those inspecting hospitals should ensure they gain assurance that senior staff are aware of the appropriate process and method to request urgent radiology requests and that trusts have a process in place to ensure urgent requests are reviewed in a timely manner.

Inspection of hospitals is undertaken by the Care Quality Commission (CQC) and I note they have received a copy of the notice. The CQC's regulatory function is independent of NHS England/Improvement, so I am not in a position to require a response from them in relation to this matter. NHS England/Improvement have however been working with hospitals to improve standards of care provided to patients under the 7 day services programme. This includes ready access to appropriate diagnostic imaging which would be relevant to this case. Further details of this programme can be found at <https://improvement.nhs.uk/resources/seven-day-services/#h2-the-four-priority-standards>.

NHS England and Improvement has responsibility for quality oversight and assurance and I will ensure this matter and the learning that can be taken from it is disseminated through the quality structures across England.

Yours sincerely,

Professor Stephen Powis
National Medical Director
NHS England and NHS Improvement