



South Central Ambulance Service **NHS**
NHS Foundation Trust

PRIVATE AND CONFIDENTIAL

Mr David Horsley
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20th June 2019

Dear Mr Horsley

Re: Inquest Touching on the Death of Anthony Charles Walker

Thank you for your report dated 14th May 2019 and for giving SCAS the opportunity to work with Portsmouth Hospital NHS Trust (PHT) regarding your concern.

To confirm, your concerns relate to callers to our 111 service who are in a mental health crisis. You were concerned that the 111 reports were not currently made available to the Emergency Department at Queen Alexandra Hospital (QAH), Portsmouth. SCAS met with Senior Emergency Department Consultants and Jacqueline Haines, Head of Legal Services, for PHT earlier this month to discuss the matter.

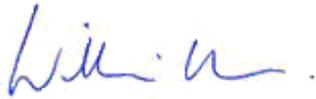
SCAS already has the technology available to send a copy of the 111 report to the Emergency Department at Queen Alexandra Hospital. The report could be sent to the Emergency Department's Reception Team via the nhs.net secure email service at the end of the 111 call. Our meeting therefore discussed how feasible it would be for these reports to be read and stored by the Emergency Department Team; particularly when a patient record will not be created on their system until the patient arrives with them.

Since Mr Walker's death in November 2017, there have been changes within our Emergency Operations Centre in Otterbourne. We now host Mental Health Nurses from Southern Health Foundation Trust within our call centre 24 hours a day, 7 days a week. This is on a long-term trial basis until December 2019 and is funded by our local Commissioners, Hampshire County Council and the Police and Crime Commissioner. It is sensible for callers to be assessed by this service first so they can assess whether attendance at the Emergency Department is necessary. PHT will now liaise with [REDACTED] from Southern Health to discuss how information regarding their assessment of patients identified as being at high risk of suicide or self-harm will be identified and

referred to Queen Alexandra Hospital to close the information loop. Should this service cease in December 2019, SCAS will work with PHT again to address the concerns you have raised.

I hope this response has addressed your concern but please do come back to me if I can assist you further

Yours sincerely



Will Hancock
Chief Executive
South Central Ambulance Service