



Turning Point
3rd Floor
Standon House
21 Mansell Street
London E1 8AA

Ms Joanne Kearsley
Senior Coroner
H M Coroner's Office
The Phoenix Centre
L Cpl Stephen Shaw MC Way
Heywood
OL10 1LR

31st July, 2019

Dear Ms Kearsley,

We were disappointed to receive the regulation 28 report from you dated 10th June, 2019.

At Turning Point we pride ourselves on providing safe and well governed services and our key regulator, the Care Quality Commission, has rated us as Good or Outstanding in all our community substance misuse services. The foundation of this high quality and governance is based on a learning culture and continual improvement.

Whilst we recognise that the clinician had written to the GP, we accept that there is more that we could do to improve this communication, not only in this tragic case but also more broadly across our substance misuse services. Therefore, we have undertaken a wide ranging review of GP communication across all our community substance misuse services, not just in Rochdale and Oldham. That review has been led by our Senior Management Team, including our senior clinical team, and our Risk and Assurance department.

This review has highlighted the key processes that we needed to change in order to improve effective communication and reduce the risk of future recurrence. Those processes are the template used by prescribers to review clients, the frequency of communication with GPs, the way that communication is recorded on our electronic client records system and the processes for audit of the frequency of that communication.

We also reviewed our systems for following up requests to GPs for information and the way in which we transfer client data at the beginning and at the end of contracts.

The results of those reviews are captured in the attached action plan.

I am pleased to say that we have made all those improvements not only in Rochdale and Oldham but also in all our community substance misuse services across the country and made the changes within our planned timescales. We have also agreed how we will monitor compliance with those new standards as part of our routine management audits.



We believe that these changes will ensure that we are able to prevent recurrences of the issues you have raised with us in your regulation 28 report.

We are aware that a copy of this response may be sent to the family of Ms Shaw and on behalf of the staff team and the organisation I wish to offer our sincere condolences to them for the sad loss of their loved one.

Should you wish me to clarify any of the action plan or the points above, please do not hesitate to contact me.

Yours sincerely,

A handwritten signature in black ink, appearing to read "J. Stewart".



Director of Public Health and Substance Misuse