



The Dudley Group
NHS Foundation Trust

Medical Director's Office

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Wednesday, 7th November 2018

PRIVATE & CONFIDENTIAL

Mr Z Siddique
Senior Coroner
The Coroners Court
Jack Judge House
Halesowen Street
Oldbury
B69 2AJ

Dear Mr Siddique

Re: **Response to Regulation 28 Report to Prevent Future Deaths – The Late Mr Hubert Kelly**

I am writing in response to the Regulation 28 Report to Prevent Future Deaths following the inquest, and your ruling on 12th September 2018 in respect of the late Hubert Kelly. I would like to extend again the condolences of the Trust to Mr Kelly's family.

The **MATTERS OF CONCERN** were as follows:

- 1. Evidence emerged during the inquest that following triage assessment nursing staff lacked room or resource to allow patients to remain in the ambulance triage area or in the cubicle and consequently patients were left to wait in corridors.**

The Trust has implemented a nationally recognised triage tool and has robust audit relating to timeliness and quality of triage. We have also expanded our triage area to increase capacity and privacy and dignity. In times when demand is high we have a way of performing observations on patients quickly.

- 2. There was no meaningful interaction with patients waiting for further assessment including no permanent medically qualified staff in the waiting area.**

The Trust has implemented a 24/7 Clinical Support Worker to provide immediate oversight of the waiting room under the supervision of the nurse in charge. There is an SOP and handbook along with audits related to waiting room safety and safety huddle audit. There are posters and leaflets advising patients about the steps to take if they feel ill.

- 3. Waiting times at the Emergency Department were frequently exceeded the four-hour waiting times set nationally, with patients waiting to be seen by clinicians for up to seven ours.**

The Trust has implemented an escalation plan and a process of in-reach with ED and increased physician presence. We attached a weekly return which documents the impact of this and

demonstrates that the interest of patients is prioritised. At times of high demand there is a new process of providing additional help to the Emergency Department too.

I trust this information provides assurance to you that The Dudley Group NHS Foundation Trust takes the issues you have raised very seriously, has taken appropriate action and continues to strive to achieve the highest possible standards of care for all our patients in future.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Diane', with a stylized flourish at the end.

Diane Wake
Chief Executive

Encs