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[REDACTED]

08 March 2022

Private & Confidential
Via e mail

Dear [REDACTED]

B Pimlott (RIP) - Update following Regulation 28 Report

I refer to your recent email in which you request an update of actions identified on review of the Regulation 28 Report issued following the inquest into the death of Ms Pimlott.

Matters of Concern

The Regulation 28 Report identified that when Mr Pimlott contacted her GP prior to her death, the contacts / consultations were managed remotely (via the telephone as opposed to face-to-face); a number of actions were therefore identified in an effort to ensure that Stockport GPs did offer access to face-to-face consultations where clinically appropriate and that our GP colleagues were reminded of the referral options available for any patient in mental health crisis.

Actions

- **Access to blended appointments and patient choice in relation to the way in which they wish to consult with their GP**

A key issue within the Regulation 28 Report was the fact that consultations with this patient were managed remotely. I am satisfied that following a review of appointment booking systems across the Stockport patch, there is an option for face-to-face consultation where clinically appropriate or directly requested by the patient.

I attach herewith a slide from a presentation which sets down the ways in which Stockport patients can access primary care services. As you know, at the start of the Covid 19 pandemic, the way in which GPs consulted with their patients changed with new telephony and digital options being introduced. Whilst it is recognised that telephony/ digital access is well received and indeed preferable to many patients, there remains a demand for face-to-face consultations, and I am satisfied that this option is available at every Stockport

practice and that clinical triage is effective in identifying those patients who do need to be seen in person. I can report that there are numerous examples where patients have chosen to access services via the telephone or alternative digital options but have been asked to attend in person. This includes patients reporting mental health concerns and in the main these patients are seen on the same day whereas prior to the pandemic there would often be a wait of a few days for a face-to-face consultation.

Many patients informed us that they preferred to be able to book a face-to-face appointment in advance so as to enable them to manage their healthcare around other commitments and forward booking of appointments has therefore been re-introduced across the Stockport patch.

A recent review identified that at the start of the pandemic there was a 76% decrease in the number of face-to-face consultations in line with infection prevention measures. However, this increased to 86% against pre-covid data by January 2021 and I am pleased to report that between September and November 2021 Stockport saw its highest ever appointment volumes.

Appropriate consultations with safety netting

I am satisfied that in addition to the offer of face-to-face consultations where appropriate / requested, there is a robust process of triage, to include safety netting, in circumstances where a patient presents via the telephone reporting mental health concerns. Many such patients are offered same day face-to-face appointments and an information sheet detailing options for referral has been re-circulated to all GP Practices in Stockport. This document was developed as a single sheet which can be shared with patients, setting down referral options. I have attached a copy of the document which has been delivered to every Stockport address.

In addition, as part of our GP Masterclass programme, presentations in relation to suicide prevention have been delivered with updates; the most recent in 2021.

Significant Event Reflection Exercise

I can confirm that the practice involved in this case have completed a reflection exercise; learning from all Regulation 28 reports / significant events is cascaded at the Quality Board and shared anonymously with our GP colleagues.

I hope the above is acceptable to you and that you are satisfied that we have responded appropriately to the concerns detailed within the Regulation 28 Report in this case.

If you require any further information, please do not hesitate to contact us.

Yours sincerely

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Medical Director