

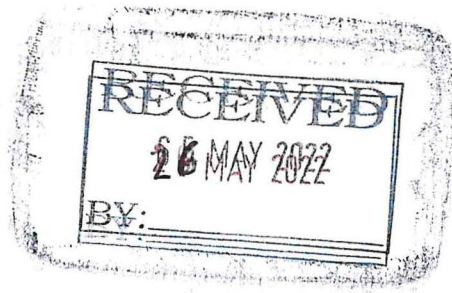
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To,  
MD Fleming  
HM Senior Coroner for  
West Yorkshire Western Coroner Area  
HM Coroner's Court  
Cater Building  
1 Cater Street  
Bradford  
BD1 5AS



Dear Sir,

Re: Regulation 28 report dated the 4<sup>th</sup> of April

Since HM Coroner's Inquest on 29 March 2022 touching the death of Faizan Nazar, I have reflected at length on this case and how I can try to limit the possibilities of patient's failing to make follow-up appointments as advised in the future.

**A . CURRENT PRACTICE FOR PATIENTS WANTING TO MAKE APPOINTMENTS**

**New patients:** new patients either contact the hospital directly or my secretary to request an appointment. They are often provided names by their insurance company or through the hospital website or their GPs.

**Follow up appointments:** when I offer follow-up appointments, I will request the patient to make an appointment within a certain time frame for example after 6 to 8 weeks or 3 months. When patients are seen face to face it is easier for them to make the appointment through the outpatient reception soon when leaving the initial appointment.

For virtual appointments I ask the patients to make an appointment again by either contacting my secretary or the hospital directly to book it, based on availability or their convenience, as patients have other commitments such as work or family.

To prevent any delay or for that matter if patients wish to be seen sooner, I always ask patients to contact me via my secretary in case things are not going well or they need further advice. I do get contacted regularly by this route and respond typically within 24 hours

The hospital would not be aware of the request made to the patient to arrange a follow up. Once an appointment is made the patient will get a letter to confirm the appointment including the date and time.

Currently I do not have a system in place to remind patients that they have not made an appointment. Often patients will make an appointment later than the scheduled time.

#### B. NEW SYSTEM FOR REMINDING PATIENTS ABOUT THE NEED FOR MAKING FOLLOW UP APPOINTMENTS

From this week onwards if following a clinic appointment, a patient requires a follow up I will immediately email my secretary of the planned follow-up for the patient and advise her to remind the patient 2 weeks before the scheduled time to make an appointment if they have not already done so. If they do not respond I will inform the GP that they are no longer attending my clinic and inviting them to contact me again should they wish to re-refer the patient.

If you require any further details or clarification, please do not hesitate to contact me and I shall endeavour to assist in any way I can.

Yours sincerely

A large black rectangular redaction box covers the signature and name of the sender. Below it, a smaller black rectangular redaction box covers the sender's contact information.