



Ms ME Hassell
Senior Coroner
Inner North London
St Pancras Coroners Court
Camley Street
London
N1C 4PP

Executive Office
Headquarters
220 Waterloo Road
London
SE1 8SD

Tel: [REDACTED]

Your Ref :
Our Ref : INQ/10363/14
Date : 11 March 2016

Dear Ms Hassell

Regulation 28: Report to Prevent Future Deaths-Faiza Hassan Ahmed

Thank you of your Regulation 28 Report to Prevent Future Deaths dated 20 January 2016, bringing to my attention matters of concern encompassed within the jury's determination.

The Trust can confirm the Emergency Medical Dispatcher (EMD) noted on the call log that the patient "wanted to die", thereby indicating her suicidal intent, but this particular piece of information was not conveyed to the crew. Unfortunately, this was an individual error and all EMDs are trained to tag and pass pertinent information to the attending crew. However, the information which the crew were given was "Psychiatric/Abnormal behaviour/Suicide attempt; Trying to slit wrists; Armed with a weapon-glass;" therefore the crew were given adequate information of Faiza's suicidal intent.

Since the incident the crew involved undertook Reflective Learning and a Clinical Update was published in April 2015 reinforcing the assessment of Capacity. This was disclosed at the Inquest in the evidence about the Serious Incident Report and the actions arising from the incident.

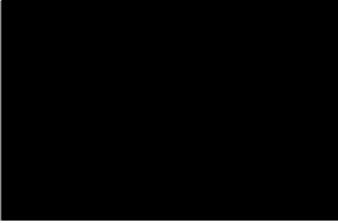
On 7 September 2015 a new Operational Management Structure was implemented which introduced a Stakeholder Engagement Manager role for each sector of London. This role consists of liaising closely with other stakeholders, including the Metropolitan Police to discuss issues of wider concern for that particular Borough. Issues of concern can include frequent callers, community events, and resident issues.

In addition, a new role of Quality Assurance & Governance Manager has been implemented in every sector. Part of this role is to process and develop specific Care Plans for Category 4 patients. These patients are those with an underlying medical condition and in need of a different/alternative care plan than the wider public.

Furthermore, the LAS have allocated funding for Mental Health Nurses to work in the control room. Currently the Trust has filled 4.5 posts and has an on-going recruitment to fill a further 1.5 posts within the next 6 months. Their role is to provide a telephone assessment from speaking with the patients and provide advice to crews on scene. In addition the Mental Health nurses are skilled at referring patients directly to crisis teams or appropriate pathways for patients with mental health needs.

I hope this reply is helpful in explaining the actions taken to address the matters of concern.
In closing I wish to offer my condolences to Miss Ahmed's family.

Yours sincerely,



Dr Fionna Moore
Chief Executive London Ambulance Service NHS Trust

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