



**Camden and Islington**  
NHS Foundation Trust

Executive Office

4<sup>th</sup> Floor, East Wing  
St Pancras Hospital  
4 St Pancras Way  
London NW1 0PE

Coroner ME Hassell  
Senior Coroner  
Inner North London  
St Pancras Coroner's Court  
Camley Street  
London N1C 4PP

3<sup>rd</sup> November 2022

Dear Coroner Hassell

**Re Prevention of Future Deaths report – Demet Akcicek**

I am writing further to this inquest which took place on 5<sup>th</sup> September 2022. You issued a regulation 28 report in regard to the following issues; after a telephone conversation with Ms Akcicek from which it was agreed that follow up was required, the duty worker from the Complex Depression Anxiety and Trauma Team (CDAT) failed to write Ms Akcicek's name on the board, which meant that she was not discussed at the multidisciplinary team meeting and no follow up was arranged. The duty worker accepted in court that her note of the conversation was insufficient. She assured the court that she personally would not make such a mistake again, but you did not hear evidence as to what the Trust has done to prevent such a situation arising in future.

Firstly I would like to offer sincere apologies to Ms Akcicek's family on behalf of both the CDAT team and the Trust for this error which led to her not being followed up by the team. In order to address this and prevent it happening again, the team manager and service manager have updated the CDAT Operational Policy and have implemented a daily duty sheet/tracker. All matters dealt with on duty are logged immediately on this sheet which are then cross checked at 4.30pm daily by the senior on duty to handover and ensure appropriate follow up for all issues logged. A copy of the amended Operational policy incorporating this new process is enclosed with this response.

This new process has been discussed at the team business meeting and was officially started on 24<sup>th</sup> October. It will be reviewed in 6 weeks' time and monitored going forward through audit and governance processes, to ensure that it is embedded in the team's usual business practice and is working effectively. It will be included in the induction of new staff who join the team.

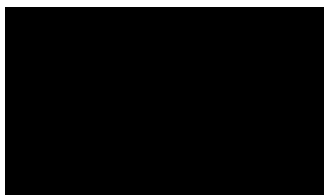
In regard to record keeping, the team has been reminded that in accordance with both Trust policy and professional obligations, clinical records should be full, accurate and entered in a timely manner. This will continue to be monitored through individual staff supervision and record keeping audits.

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

Your partner in  
care & improvement



Yours sincerely



  
Chief Executive