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WALES

Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

Executive Headquarters / Pencadlys Gweithredol

Woodland House
Maes-y-Coed Road
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Ty Coedtir
Ffordd Maes-y-Coed
Caerdydd

Eich cyf/Your ref: AM17541

Ein cyf/Our ref: SR-jb-0722-9664

Welsh Health Telephone Network:

28th December 2022

██████████
Re: Maria Immocalata Whale

Dear Dr Richards,

Thank you for your Regulation 28 Report dated 14th November 2022.

In response to the inquest evidence and the concerns you consider a risk of future deaths, I have reviewed Maria's triage and management by the Out of Hours GP Service. I thought that it may be helpful to share with you the initial findings.

I was concerned that this was not appropriately communicated with you at the inquest hearing and it may be that the poor communication on our part, had led to some of the recommendations in your regulation 28 letter.

Initial contact was made by Mr Whale at 01:58, whereby the call handler took a broad summary of Maria's presenting complaint and demographics. The triage priority would have been assessed utilising the information imparted by Mr Whale, the decisions template deemed the call non-urgent which assigned a 60-minute call back.

An attempt was made to call the land line, but the line was engaged. ██████████ contacted Mr Whale at 03:13. The appropriate advice was given to call 999 for an ambulance for conveyance to UHW because Joanne recognised Maria was gravely unwell and her immobility meant there was no other way to transfer Maria to hospital, other than by an ambulance.

From review of the calls it is clear that all possibilities for transference to EU were explored.

It is noted that ██████████ did ask during the call whether Maria had taken any pain relief. Maria had taken pain relief 20 minutes earlier and had a hot water bottle.

I have attached a copy of the call transcription for reference.

Thank you for your kind consideration.

Yours sincerely,
██████████
██████████