

Hilltops Medical Centre



Partners:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Associates:

[REDACTED]
[REDACTED]

Coroners Office

Via email

19th April 2023

Re: Ms. Jacqueline Campbell

Thank you for the Section 28 Report dated 22.02.2023. You have requested a response to this report from Hilltops Medical Centre outlining the actions we have taken and proposed actions with the timeline.

We have reviewed this case in depth and have taken the following actions.

- 1) Following the unexpected death on 30/06/2022- We discussed this in our weekly Multi-Disciplinary Meeting on 1/7/2022 to review the care provided.
- 2) In March 2022 we carried out an audit of patients on high dose opioids (> 120mg oral morphine equivalent) and arranged a review of these patients. We repeated this Audit in November- December 2022 and are currently in the process of redoing this audit and consideration given to dose reduction where appropriate.
- 3) Practice pharmacist and prescribing lead attended the Opiate Prescribing session during Protected Learning time and shared in our Multi-Disciplinary Meeting on 25/03/2022.
- 4) We have identified other patients on combination of Opiates+Gabapentinoids+Benzodiazepines/Z-drugs who have now been reviewed.
- 5) We are ensuring that these patients are reviewed 3 monthly, with robust recall systems in place, preferably face to face and with named clinician to review and rationalise the medication.
- 6) We have also identified patients on a combination of opioids and benzodiazepines and are arranging reviews for these patients currently.
- 7) We have discussed and agreed that patients on a combination of Opiates+gabapentinoids+Benzodiazepines/Z drugs are reviewed 3 monthly and patients on high dose Opioids are reviewed 6 monthly. We agreed to use the Arden's 'Opioid Initiation and Monitoring' template during the reviews to ensure all areas of review are covered.
- 8) We had a meeting with the Integrated care Board on 9/3/2023 discussing about completing a Significant Event Analysis. Discussion about Medicine Management personnel from the

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Integrated care Board coming into the practice, who visited on the 17/4/2023 to support run searches/identify patients.

- 9) We are liaising with the Integrated Care Board to enquire about other services available and have been advised they are currently working on this aspect.
- 10) The Primary Care Network prescribing lead has presented the case in the regional meeting to share with other clinicians and Integrated Care Board Medication safety group, other regions in Integrated Care Board and Commissioning Services.
- 11) The practice has arranged a meeting for the clinicians to review the NICE guidelines on safe prescribing/managing drugs that can cause dependence and withdrawal (NG215), NICE guidelines on Assessment and Management of Chronic pain in over 16s (NG193) and General Medical Council- Good Practice in Prescribing and Managing Medicines and Devices.

Thanking you,

Yours Sincerely,



General Practitioner