



Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board

Bloc 5, Llys Carlton, Parc Busnes Llanellwly,  
Llanellwly, LL17 0JG

Block 5, Carlton Court, St Asaph Business  
Park, St Asaph, LL17 0JG

Duncan Ritchie  
HM Assistant Coroner  
Stoke-on-Trent and North Staffordshire  
Civic Centre  
Glebe Street  
Stoke-on-Trent ST4 1HH

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

**Dyddiad / Date:** 03 May 2023

Dear Mr Ritchie,

**REGULATION 28 REPORT TO PREVENT FUTURE DEATHS  
Sara Anest Jones**

I write in response to the Regulation 28 Report to Prevent Future Deaths dated 15 March 2023, issued by yourself to Betsi Cadwaladr University Health Board, following the inquest touching the death of Sara Anest Jones.

I would like to begin by offering my deepest condolences to the family and friends of Ms Jones.

In the Notice, you highlighted concerns regarding the prompt and secure delivery of radiology reports from our hospitals to our external major trauma tertiary centre, the Royal Stoke University Hospital. I note that the University Hospitals of North Midlands NHS Trust, as joint parties to the Notice, will also respond to you.

We have carefully considered the inquest findings and your Notice, and in response our Emergency Department Clinical Lead has taken forward improvement work. This work has been done alongside our own Radiology Department and our partners at the Royal Stoke University Hospital.

We have now established a process that if a patient leaves our emergency departments without a report, which is very rare, then the report will be sent by email and its safe receipt will be confirmed by telephone.

This process is being included in our major trauma standard operating procedure and checklists by the end of May 2023 by our Trauma Network Manager. This will ensure staff are clear on the actions they need to take.

All trauma transfers are discussed and reviewed at our Trauma Group, so this group will have oversight of this new procedure and will ensure this this new process is subject to ongoing audit to give assurance.



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Once again, I offer my deepest condolences to the family and friends of Ms Jones for their loss.

I hope our response offers you assurance that we have learned from the inquest and made changes to our ways of working. Should you require any further information or assurance we would be happy to provide.

Yours sincerely



**Cyfarwyddwr Meddygol Gweithredol / Dirprwy Prif Weithredwr Dros Dro  
Executive Medical Director / Acting Deputy Chief Executive**

cc  Deputy Director of Quality