



# DR.TATIANA

## AESTHETIC DERMATOLOGY

1<sup>st</sup> July 2023

Dear Madam

Thank you for sending a copy of the Prevention of Future Deaths report dated 26 May 2023 following the inquest into the death of Conrad Colson.

We would like to reiterate our condolences to Conrad's family and friends. The investigation process has provided a valuable learning experience for our organisation and we are grateful for the opportunity to improve our processes.

We have noted the concerns raised by you and have considered these within the organisation. Our response to these concerns is set out below.

- We have updated our 'BDD policy' so that all new patients presenting to the clinic are formally screened for BDD using the validated, and published COPS questionnaire. The COPS score is then clearly documented in a dedicated page of the patient's electronic medical notes. Further that if there is a COPS score of 30 or more, or if there are any clinical concerns of BDD, that this information is shared with the GP (subject to patient consent). Please find attached updated BDD policy with edits in red font.
- We have also updated the policy to ensure that clinical assessment of BDD incorporates communications sent by patients to clinic, for example patient concerns over cosmesis, treatment results or impact on well-being. Please find attached updated BDD policy with edits in red font.
- We have ensured that the BDD policy is embedded by:
  - Delivering in-depth, mandatory training on the revised BDD policy to all our team. Training was carried out on 14<sup>th</sup> June 2023.
  - Commencing a daily team brief at the beginning of each day, where all patients to be seen are discussed amongst clinicians and patient coordinators. There is a focus on highlighting all new patients that are to undergo the formal BDD screen. During this



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meeting, any patient concerns raised by patients, in person or via email/telephone are discussed, and it is checked that these communications have been uploaded into the medical notes. This will help ensure clinicians consider concerns raised by patients during their upcoming consultations and incorporate these concerns into their decision making processes. Discussion summaries and outcomes are recorded. This is outlined in our updated 'patient journey policy' (edits in red font).

- Initiating an annual audit to ensure that the updated BDD policy is being followed. This audit will assess whether: a) patients are being screened appropriately b) whether documentation is adequate c) for patients where there are clinical concerns of BDD, that they are managed appropriately, and relevant information is being shared with GPs/other relevant healthcare professionals. The findings of the audit will be presented during our weekly team meeting and any areas of improvement will be highlighted and relevant action taken. The first audit will be carried out in 3 months (September 2023)
- Clinicians have been reminded to ensure that documentation is full including making use of the free text options in the electronic records. This includes all assessments/discussions regarding BDD and patient concerns. This will also include ensuring that communications from patients where concerns are raised are discussed with the patient in a clinical setting, where appropriate, and documented in the electronic records. We will carry out an annual audit of patient consultations. Please find attached the updated 'patient journey policy' with edits in red font.
- We have now updated our 'patient journey policy' so that all communications where patients raise concerns are uploaded into the electronic medical notes. Further that these communications are highlighted to the responsible clinician within 24 hours and patients receive a response within 24 hours. Clinicians must document in the notes how these concerns have been considered and addressed. Please find attached the updated 'patient journey policy' with edits in red font.
- We have updated our 'patient journey policy' to provide clear guidance on when to share/request patient clinical information to/from GPs or other relevant healthcare



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professionals. We have also specified that communication with patient GPs or other healthcare professionals should be in writing and that an electronic copy of correspondence must be kept in the patient's electronic records. Please find attached the updated 'patient journey policy' with edits in red font.

- All our clinical team have received training on the revised policies, and we will ensure that our team receive refresher training on at least an annual basis.

We hope that this provides reassurance to you of the steps taken by the Dr Tatiana Aesthetic Dermatology Clinic and the steps taken by way of continuous improvement.

Yours faithfully

[Redacted signature block]