



**York and Scarborough
Teaching Hospitals**
NHS Foundation Trust

[Redacted]

Medical Governance
The York Hospital
Wigginton Road
YORK
YO31 8HE

6 September 2023

[Redacted]
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Catherine Cundy
Area Coroner for North Yorkshire & York

[Redacted]

Dear Ms Cundy

Regulation 28 Report to Prevent Future Deaths – Carole McQUINN

Further to your report dated 19 July 2023 I note that, in respect of this Trust, your concerns relate to the lack of documented evidence for discussions between the clinical team at this Trust and colleagues at St James' University Hospital Leeds when Ms McQuinn was admitted to York Hospital on 4 May 2022.

I can confirm that this matter has been discussed at length within our Quality & Safety meeting where attendees include senior medical, nursing and operational leaders. We share your concerns and would like to firstly reassure you that we fully recognise the importance of clear and accurate contemporaneous record keeping which is a fundamental element of good patient care.

On review of this matter it became apparent that the Trust's clinical record-keeping guidance was out of date. This was already on the work plan to be updated and will now be expedited. Once the guidance is finalised it will be shared with all clinical staff.

The following action plan has therefore been initiated:



Number	Recommendation	Action	Lead	Completion Date	Evidence Required
1	Raise awareness amongst all clinicians of the need to document discussions and communications between clinicians within and external to the Trust	Patient Safety Briefing to be drafted and sent to all staff	Patient Safety Lead	September 2023	Copy of briefing
2	Ensure Trust policy and guidance is clear on requirements for clinical record keeping	Review and update of Trust guidance on clinical record keeping	Head of Information Governance	February 2024	Policy/guidance published and awareness raised
3	Raise awareness of this case amongst surgical colleagues to stress the importance of recording communications	Case is presented at Surgical Clinical Governance meeting	Consultant Surgeon	October 2023	Minutes of meeting

We would be happy to share further information and evidence of implementation of the action plan in due course, if this would assist.

I do hope that this letter reassures you that we have given this matter serious consideration and that the steps proposed are adequate to reduce the risk of any similar incidents.

Yours sincerely




Medical Director & Responsible Officer