

**RED HOUSE SURGERY
241 QUEENSWAY
BLETCHLEY
MILTON KEYNES
MK2 2EH**

25.9.2023

Coroners Officer

Dear Sir/Madam

REGULATION 28: REPORT TO PREVENT FUTURE DEATHS

Further to your request for information regarding regulation 28 report to prevent deaths we can confirm that we provided information to the coroner regarding the reasons why Red House Surgery were unable to register Odichukwumma Kelvin Igweani at the Red House Surgery around the 16th of June 2021. (Please see attached copy)

Regarding the comments posed in your report we can confirm that [REDACTED] barrister informed our Practice Manager while she was attending as a witness, that she had contacted the surgery one evening to request that her son be registered at the practice. At the time she arrived the surgery had closed, which would indicate that this was after 6.30pm. However, staff were still on site and so opened the door to speak with to [REDACTED] and she requested that her son be registered at the practice. The staff asked for his address and due to this being given as Oldbrook, she was advised that this is outside of our practice catchment area, and we would, therefore, be unable to register her son. This information is correct and practice policy. The barrister also informed the Manager that [REDACTED] had informed staff that she was worried about her son's mental health, and she was therefore, given the number for the crisis centre by a member of our practice team. Again, this is practice policy for anyone who raises a mental health concern and cannot access a GP at that time, whether a registered patient or not.

We can confirm that on the 16th of June [REDACTED] emailed the practice asking if her son could re-register at the practice. She explained that her son had de-registered himself. Patients are automatically removed from a surgery list when they register themselves with a new GP practice. We are not aware if he had registered at a local to Milton Keynes but can confirm that he was deregistered from the practice on the 23rd of November 2019.

2

25.9.23

Report to prevent future deaths

In the email (copy attached) [REDACTED] informs the practice that her son has been “suffering from his mental health for a very long time but has so far refused any sort of help”. She states he is now open to seeing someone and so wishes for him to be registered at Red House Surgery. She also states that they have just gone through a distressing few months since the 9th of March with Kelvin going AWOL for long periods and the police being involved as he had been reported missing.

An email response was sent to [REDACTED] on the 21st of June, explaining that the request had been discussed at the practice but due to the policy of not accepting patients who do not live within the practice catchment, the request to register was refused.

We appreciate the comments made by the coroner that action should be taken to prevent future deaths but as discussed at the investigation the following had been undertaken.

Staff had informed [REDACTED] that it would not be possible to register her son at The Red House Surgery. Looking at the email from [REDACTED] this appears to have been on the 16th of June 2021.

[REDACTED] by her own admission had been given the number of the crisis team by the practice staff at this time. We have no knowledge as to whether [REDACTED] contacted the crisis team.

[REDACTED] then emailed the practice with the same request on the 16th of June and received a response on the 21st of June 2022.

Had [REDACTED] requested help in finding an alternative practice where her son could register, we could have been able to provide the contact details of the then Clinical Commissioning Group (CCG) who would be able to provide details of local GP surgeries. There are 26 practices within Milton Keynes, but we are not aware of their individual catchment areas.

It should be noted that [REDACTED] had said her son was living in Oldbrook at the time, however, the coroner’s report stated that he was resident with his partner at 74 Denmead, Two Mile Ash and so it would have been appropriate for him to register with a GP surgery who looks after that estate/area. This area is also not within our catchment. It could be presumed that his partner and children were registered with a local GP and could therefore, have joined the same practice as them.

3

25.9.23

Report to prevent future deaths

We continue to instruct our staff that anyone who raises concerns that they have a mental health crisis are provided with the telephone number for the crisis centre. We have produced both a text message and a paper slip to give to patients with different organisations to contact for support, copy attached.

We do have a Duty doctor of the day and wherever possible the duty doctor is informed of any patient who either states or appears to be in a mental health crisis.

However, should a GP not be available for any reason or in an event such as this when the staff are on site, but out of core hours, without GP support they should offer the crisis number to the person involved.

It may well have been helpful to provide [REDACTED] with the crisis number again in the email response and the contact details of the CCG, now the BLMK Integrated Health Board (ICB) to assist with finding an alternative practice and this will be considered for future responses.

It should be remembered that practice staff are not responsible for recommending GP practices to patients and that it is patient choice as to which surgery they wish to register with, dependent on their catchment area. Staff are also not familiar with catchment areas for individual practices. Our policy if asked, is to suggest an internet search or to ask neighbours, people in the locality or to contact the BLMK ICB.

This event has been discussed several times at GP meetings with a view to any learning outcomes and staff have been made aware of the need to be vigilant if anyone they encounter raises concerns about their mental health or that of another person.

We will further discuss this event at a future protected learning session and ensure that all staff are reminded about the crisis team and contact numbers for other support organisations and should GP interaction not be possible to refer anyone at risk to attend A&E.

We will ensure that all new staff as part of their induction, are informed of the need to be aware of patients who may be in a mental health crisis and the relevant steps to be taken.

4

25.9.23

Report to prevent future deaths

We remain unable to accept the registration of any patients who do not live within our catchment area. Our catchment area has been set up with the approval of the now ICB and we have been instructed that acceptance of any one from outside our catchment will make us liable to accept all patients from that area.

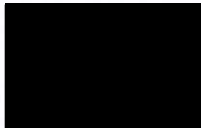
The curtailment of our practice catchment area took place in 2003 and many outlying patients were asked to register with an alternative practice closer to their home address. Due to issues within MK around this time, some practices were struggling with capacity, and we were asked to halt this process. It is for this reason that we still have some outliers registered with our surgery. Had we been able to continue with our catchment area programme, the Igweani family would have been asked to register at an alternative practice. There are many drawbacks to having patients registered out-side of the catchment: -

- Difficulty in attending for appointments.
- Excessive time for doctors and paramedics on home visits
- Delayed time in getting to visit an unwell patient.
- Patients under the care of district nurse/health visiting team are often referred to an alternative team which does not help with interaction with the referring GP.

We hope this information is helpful but please do not hesitate to contact us if you require any further information.

With kind regards

Yours faithfully



GP Partners of Red House Surgery

Encs:

- Original report to Coroner
- Emails exchange re request to register from Mrs Igweani-Gilmartin / Jane Hanlon
- Handout of where to obtain support when in mental health crisis.

**RED HOUSE SURGERY
241 QUEENSWAY
BLETCHLEY
MILTON KEYNES
MK2 2EH**

Copy

31.3.2022

Coroners Officer

Dear Sir/Madam

RED HOUSE SURGERY – Catchment Area Policy

This is to confirm the policy of The Red House Surgery not to accept new patients who do not have a home address that falls within our catchment area.

Historically Red House Surgery had a large catchment area but a considerable number of years (2003) ago with the approval of the then Primary Care Trust (PCT) it was agreed that we could change our catchment area and over a period of time we contacted patients living outside our catchment and requested that they change surgeries. This was an extensive piece of work but was necessary in order that we could accommodate all the new builds and additional population within the Bletchley area.

The surgery premises are a converted house and space is extremely limited. We are unable to extend the site to enable us to take on further clinicians to accommodate an expansion to our practice list size.

Another main reasons for this decision was that it was very difficult for GPs to visit patients within a timely manner if a home visit was required. The GPs raised this as a concern as had on occasion visited unfamiliar estates/areas at the end of evening surgery and found that patients would have benefitted from a visit earlier in the day but this hadn't been possible due to the distance from the surgery and the number of visits spread across the MK area. This they felt offered a sub-standard service to their patients.

A further issue arose with patients requiring the services of District Nurses and midwives in particular as they have strict areas and have to organise for patients to be seen by other teams which can create problems with the teams not linking with the GP practice where the patient is registered.

It was therefore, agreed that our policy would be to, not accept any new patients or change of address details for existing patients to any areas outside of our practice catchment.

We have a core practice area for any new patients and an extended area for those existing patients who move outside our core catchment area. See attached list. As you will see Oldbrook does not fall within our core or extended area.

2
31.3.22
Coroners Officer

We agreed that there would be some patients who remained registered with us whose address was out of catchment but decided to accept these and would allow them to remain registered with us until such time as they moved from the area or perhaps decided to move to a practice closer to their home.

We were informed by the PCT at the time that we are unable to make exceptions to our policy as by accepting any new patient from an area would make us liable to accept all requesting patients from that area.

We have made an odd exception to keep a patient registered for a short length of time (approx. 3 months) but these have been patients who are terminally ill and at end of life and a few pregnant ladies who were close to the end of their pregnancy who we kept until they gave birth and they and their new born then registered with doctor in their new area.

With regard to case that you are currently involved with (KI) I can confirm that his mother emailed the practice on the 16th June asking if her son could re-register at the practice. She explained that her son had de-registered himself. This would imply that he had registered at an alternative practice. She said she had been informed by the practice staff that this would not be possible as he would be considered a new patient and as Oldbrook is outside our catchment area we would be unable to accept him. However, as she subsequently emailed in, her request was raised with the GP Partners who agreed that they were unable to make an exception to the practice policy and a response email was sent explaining this.

I hope this information is helpful but please do not hesitate to contact me if you require any further information, [REDACTED]

With kind regards

Yours faithfully

[REDACTED]

[REDACTED]

Practice Manager



In the event that you find yourself in crisis or unable to keep yourself safe, you may contact the following services for support:

1. CNWL Out of Hours Urgent Advice and Crisis Support on 0800 0234 650 – 24 hours a day, 7 days a week
2. BLMK Milton Keynes Crisis Café: 226 Queensway, Fenny Stratford, Bletchley, MK2 2TE, 01525 722 225 – drop in and phone line open 7 days a week, 17:00 – 23:00
3. The Samaritans on 116 123
4. NHS 111
5. Attend A&E