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**Trust Executive Office**  
Ground Floor  
Pathology and Pharmacy Building  
The Royal London Hospital  
80 Newark Street  
London E1 2ES

12 December 2023

Mr Graeme Irvine  
Area Coroner – East London  
Walthamstow Coroner’s Court  
Queen’s Road  
London  
E17 8QP

[REDACTED]  
[REDACTED]  
**Group Chief Medical Officer**  
[REDACTED]  
[www.bartshealth.nhs.uk](http://www.bartshealth.nhs.uk)

Dear Mr Irvine

**Re: Regulation 28 Report to Prevent Future Deaths**

I write regarding your letter of 16 October 2023 regarding your concerns relating to the death of Claire Twinn at Newham University Hospital. I hope this letter will provide assurance to you of the steps that we are taking to address the concerns you have outlined.

- 1. Ms Twinn’s disability played a role in the provision of sub-optimal care, reasonable adjustment was not made for; her inability to communicate clearly and her impaired respiratory function when arriving at clinical decisions.**
- 2. Neither the trust decision to discharge Ms Twinn and not admit for continued monitoring of oxygen levels and remedial oxygen therapy, nor clear safety-netting advice to carers was recorded in the clinical record.**
- 3. Ms Twinn’s treatment did not involve any specialised learning disability nursing input to facilitate clear communication with Ms Twinn.**

I will respond to these items as a group as they are interlinked. We have developed a SOP for patients with learning disabilities (LD) in the Emergency Department, which has been developed in conjunction with the Lead Learning Disabilities Nurse for Barts Health. This includes the instruction that there must be a low threshold for keeping patients with learning disabilities in the department overnight and states that any potential issues with this patient group should be highlighted at the safety handover. Furthermore, we are ensuring that discharge letters are physically printed as they may be needed by carers.

For assurance, the LD team will audit the discharge advice given to this patient cohort over a period of one month in the first instance. We are also ensuring greater pro-active attendance



by specialist nurses in the department and are making adjustments to particular rooms to make them more suitable for this cohort.

A training package has been put together around communicating with vulnerable patients, which includes a case study of a patient with LD in the Emergency Department. It involves looking at factors relating to the clinician, the environment and the patient that might make the situation more complex. Teaching is also taking place on induction and at monthly Consultant meetings. Finally, we are procuring specialist equipment in the form of a multi-sensory mobile unit to be used when needed alongside smaller items, including communication tools, for use with most complex patients.


**4. A radiological report of the chest x-ray taken on 15<sup>th</sup> December 2022 was not reported until 25<sup>th</sup> December 2022.**

The Imaging Department endeavours to report on Emergency Department radiographs within 10 working days unless a query has been raised by one of the treating physicians or allied health care professionals, in which case it is reviewed at the point of query with view to reporting. The chest radiograph was performed on 15/12/2022 (at 18:01, outside normal working hours) and was reported on the 10th day (sixth working day). The department attempts to report on ED imaging well before this time period, however during this period we were faced with high number of plain radiographs due to winter pressures.

Since the time of the incident, we have increased our reporting radiologists and radiographers to near full capacity and are in the process of recruiting further reporters in order to reduce the turnaround time. At present, we insource our plain films to all reporters and outsource ones that may be reaching the expected time frame.

Thank you for bringing your concerns to my attention. I trust that you are assured that I have taken them seriously and that the hospital has investigated them appropriately and is taking appropriate action. Please let me know if you require clarity on any of the points above.

**Yours sincerely**



**Chief Medical Officer**  
**Barts Health NHS Trust**

