



14th December 2023

Mr A Cox
HM Coroner for Cornwall and the Isles of Scilly
Cornwall Coroner's Service
Pydar House
Pydar Street
Truro
Cornwall
TR1 1XU

Dear Mr Cox

[Redacted]

Thank you for your letter of 22nd November 2023 and the regulation 28 report.

I note that you have highlighted some areas of concern.

I reviewed the call recording of the initial call to reception. The whole Practice team then attended a training afternoon on Wednesday 6th December. As a major part of the training afternoon, we held a session on telephone triage and call handling.

During the session we specifically highlighted the process of flagging calls for concern at the stage that the reception team are adding them to the duty call list. We discussed the types of calls that may cause concern and the importance of providing as much detail as possible in the free text "reason for the call" area.

The entire team of clinicians who may be involved in triaging calls from the duty call list discussed and reflected upon the presentation of pulmonary emboli, including the rare occurrence of abdominal rather than chest pain. We also discussed other presentations of emergency medical and surgical problems in patients who have recently had a stay in hospital.

Our intention would be to audit in future the fullness of details recorded by reception staff for calls added to the duty list and will present the results at a future training session within the next six months.

[Redacted]

I would be grateful if you could let me know if the actions taken (and proposed) fulfil the requirements of the regulation 28 notice?

Yours sincerely

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