



Department
of Health &
Social Care

*From the Rt Hon Andrew Stephenson CBE MP
Minister of State for Health and Secondary Care
Department of Health and Social Care*

*39 Victoria Street
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[REDACTED]

HM Coroner Deborah Lakin
Warwickshire Justice Centre
Newbold Terrace
Leamington Spa
CV32 4EL

[REDACTED]

13 May 2024

Dear Ms Lakin,

Thank you for the Regulation 28 report to prevent future deaths of 29 December 2023 about the death of Andrew Douglas Guillaume. I am replying as Minister with responsibility for secondary care.

Firstly, I would like to say how saddened I was to read of the circumstances of Mr Guillaume's death, and I offer my sincere condolences to their family and loved ones. The circumstances your report describes are concerning and I am grateful to you for bringing these matters to my attention. Please accept my sincere apologies for the delay in responding to this matter.

The report raises concerns about communication in relation to referrals for patient transfer between the Trusts mentioned in your report, and the consequences of that poor communication in the case of Mr Guillaume.

The matters of concern raised are primarily for the Trusts to address, and I note both the South Warwickshire University NHS Foundation Trust (SWFT) and the University Hospitals Coventry and Warwickshire NHS Trust (UHCW) have addressed your concerns in detail in their responses. Local collaborations and working options are being explored to develop long term technological solution and short-term measures so this does not happen again. Several recommendations and actions have also been completed by the SWFT which address your concerns directly. I also note that NHS England has replied and are sighted on the issues you raised.

It is vital that lessons are learnt collectively, and changes are made to reflect where things have gone wrong, which is essential to ensure the NHS provides safe, high-quality care.

I hope this response is helpful. Thank you for bringing these concerns to my attention.

Yours sincerely,



**THE RT HON ANDREW STEPHENSON CBE MP
MINISTER OF STATE**