



22 February 2024

**PRIVATE AND CONFIDENTIAL**

Mrs Deborah R Lakin  
Assistant Coroner for the Coventry and Warwicks  
The Coroner's Office  
Warwickshire Justice Centre  
Newbold Terrace  
Leamington Spa  
Warwickshire  
CV32 4EL

Clifford Bridge Road  
Walsgrave  
Coventry  
CV2 2DX

  
[www.uhcw.nhs.uk](http://www.uhcw.nhs.uk)

Dear Mrs Lakin

**Re: Inquest into the death of Andrew Douglas Guillaume held 29<sup>th</sup> December  
2023**

Thank you for sharing the Regulation 28 report for the above patient. Whilst the Regulation 28 response is required from South Warwickshire University Hospitals (SWUFT) we have engaged with them by way of a tabletop review/learning event, having recognised that there were aspects of our processes that were identified in the report that required improvement.

We have agreed to explore the technological options that may improve this however, in the interim we have agreed an escalation process that now provides a direct line of communication 24 hours, seven days per week.

This arrangement has been confirmed with SWUFT following the tabletop review and we will also share this with the other Providers across the System. We hope this provides assurances, and I would like to assure you that we will continue to explore communication improvements as part of our digital plans.

Yours sincerely



  
**Chief Executive Officer**



