



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

HM Senior Coroner Andre Rebello
Liverpool Coroners Court
Gerard Majella Court House
Boundary Street
Liverpool
L54 2QD

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Dear Mr Rebello

Re: In the matter of Marjorie McEvoy – Response to Regulation 28 Report

We refer to the matter of Marjorie McEvoy which was heard on 2 February 2024. At the conclusion of the inquest, you considered your duty under Regulation 28 was engaged, and issued a report accordingly.

The Trust would like to start by once again offering its sincerest condolences to the family and friends of Mrs McEvoy for their loss. The Trust recognises that the death of a loved one is a sad situation, and takes every opportunity to identify organisational learning opportunities wherever required.

Trust response to concerns raised

The Trust is a learning organisation and always wishes to improve patient care and safety. The Trust recognises the importance of the Prevention of Future Deaths process for improving the national picture of patient care, and hopes that this response can assist as part of that national discussion.

The concern you raised in your report was:

During the course of this investigation it became apparent that the clinical notation by advanced nurse practitioners were inadequate in that they did not explain the patient's presentation to enable escalation of care. These notes should be to a similar standard as those of doctors.

Following the issue of your report, the Trust can confirm that it has taken the following actions:

1. On 12 February 2024, the Trust held a debrief meeting with all staff involved in the inquest. This briefing discussed the inquest findings and learning points, including your concern, above.

2. The Trust has carried out a review of Advanced Nurse Practitioner (ANP) documentation. This has included undertaking a review audit with the staff, to review samples of staff documentation and to discuss learning points arising from this. This has created a supportive space for staff to reflect on their documentation; ways to improve this and ensure that it meets the required standards.
3. The Trust has undertaken a comprehensive review of the Trust escalation protocols and policies and where required is strengthening these to ensure that escalation procedures are consistent and in line with clinical judgement.
4. The Trust is in the process of ensuring that staff undertaking advanced clinical practice roles within the organisation, have undertaken clinical documentation training according to standards drawn from GMC guidance – whether they are GMC registrants or not. This training was completed on the 5 March 2024.
5. On 16 February 2024, the Trust sent an email/letter to all staff reminding them of their responsibility to maintain good clinical documentation. The contents of this letter was displayed on the Trusts internal intranet site with staff being notified by email, three different staff screensavers created highlighting the importance of documentation, in addition to a PDF letter being sent by email Trust wide on 22 February 2024. The letter was from both the Medical Director and the Chief Nurse at the Trust. To further ensure that the information has been widely shared, the same learning was included in the Trust wide Team Brief on 6 March 2024 and has been added to a newsletter that is due to be published end of March.
6. In addition to the above, and arising from the particular facts surrounding this inquest, on 02 February 2024, the Clinical Decisions Unit ambulatory clinic log within the electronic patient record was amended to specifically include mucositis within its assessment criteria, alongside mandatory toxicity scoring.

I hope that I have provided reassurances around the steps that we have taken to address the issue of concern that you raised in your report. The Trust knows that learning and improvement is always an ongoing process and will ensure that the changes above are carefully monitored with the aim of continuing to improve patient care and safety.

If you have any queries, or require any further information, please do not hesitate to contact me.

We have not yet shared this response with the family, pending your direction on the same as to whether you would wish this response to be shared by the Trust directly, or this to be facilitated via your office.

Yours sincerely,



Chief Executive Officer