

CRG Medical Services,
Suite 5,
6th Floor,
Century House,
Hardshaw St,
Saint Helens,
WA10 1QU.

Tel: [REDACTED]

Private and Confidential

Mr Peter Nieto
Senior Coroner for Derby and Derbyshire
St Katherine's House
St Mary's Wharf
Mansfield Road
Derby
DE1 3TQ

By email: [REDACTED]

Dear Sir

RE: REGULATION 28 REPORT FOLLOWING THE INQUEST TOUCHING THE DEATH OF MR MARK PRYOR

We are providing this letter in response to the Coroner's Regulation 28 Report issued pursuant to Regulation 28 and 29 of the Coroner's (Investigations) Regulations 2013 dated 6th February 2024 following the conclusion of the inquest touching the death of Mr Mark Pryor.

As a result of the Regulation 28 Report, the Coroner has requested that CRG Medical Services provide their response in respect of the Coroner's concerns regarding the training for newly recruited Health Care Professionals (HCPs) who may be fresh to the custody setting. More specifically the Coroner had concerns in respect of whether the two-day induction course provided by CRG Medical Services was sufficient to adequately cover the extensive number of topics the course intended to cover.

Response

CRG Medical Services has been in the process of reviewing the training material for the two-day induction course, known as foundation training, to ensure it is an interactive learning experience for newly recruited HCPs. As part of this process and further to the Coroner's concerns, as of this financial year 2024/25 the foundation training course will be provided over five days.

The Clinical Leads and senior HCP's will be attending a training course on presentation skills in May 2024, to ensure that a uniformly high-quality level of training will be provided to all new recruits during the foundation training and intensive supervision shifts from June 2024.

The foundation training course will be scheduled to take place during the first week of each month and new recruits will not be able to work clinical shifts until they have received a certificate to show they have completed the foundation training. Certificates will be signed off by the Clinical Lead of the contract once feedback has been received from course presenters in respect of each HCP.

Following the five-day foundation training course, new recruits will then work five shifts under intensive supervision of a senior HCP. Allowing them to initially observe and then carry out duties in a setting that is supportive of their learning and safe for detainees. The expectations, skills, and proficiencies to be covered during the intensive supervision shifts will be based on where each HCP will be deployed, therefore they will be set by the relevant Clinical Lead. At the conclusion of the intensive supervision shifts, the relevant Clinical Lead will receive feedback from the senior HCPs and if appropriate sign off the new recruit's induction period.

The probationary period of 3 months during which HCPs are required to have supervisory meetings with the Clinical Leads and assessments remains unchanged.

In conclusion, CRG Medical Services welcomes the constructive comments made by the Coroner in his Regulation 28 Report. The contents of the report have been considered carefully, and CRG Medical Services have made changes to ensure robust training is in place to address the concerns raised by the Coroner.

Should the Coroner have any queries once he has had an opportunity to consider this letter, he should not hesitate to contact us.

Yours sincerely

[Redacted signature]

[Redacted name]

General Counsel