



Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board

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John Gittins  
HM Senior Coroner  
North Wales (East and Central)  
Coroner's Office  
County Hall  
Wynnstay Road  
Ruthin LL15 1YN

[REDACTED]

**Dyddiad / Date:** 26 April 2024

Dear Mr Gittins,

**REGULATION 28 REPORT TO PREVENT FUTURE DEATHS**  
**Jennifer Ann Trigger**

I write in response to the Regulation 28 Report to Prevent Future Deaths dated 01 March 2024, issued by yourself to Betsi Cadwaladr University Health Board, following the inquest into the death of Mrs Jennifer Trigger.

I would like to begin by offering my deepest condolences to the family and friends of Mrs Trigger and on behalf of the Health Board I apologise to them for the failures that were identified during the inquest.

In the notice, you highlighted your concerns that the current bleep system did not enable information to be conveyed electronically and that this in turn created a risk of misunderstanding leading to a patient safety risk.

In response, I asked our Digital, Data and Technology Department to provide me with assurance on their improvement plans, which I have summarised below.

The Health Board has been working on a paging system replacement and upgrade project for 12 months.

The project involves the replacement of existing on-site paging at Ysbyty Gwynedd in Bangor with an integrated critical messaging service, as part of an overall solution with Ysbyty Glan Clwyd in Bodelwyddan and Wrexham Maelor Hospital.

This includes a technical refresh to upgrade the existing Multitone iMessage critical messaging services across Ysbyty Glan Clwyd and Wrexham Maelor Hospital and to integrate services at Ysbyty Gwynedd.

Ysbyty Glan Clwyd and Wrexham Maelor Hospital were upgraded on 20 March 2024, and the go live at Ysbyty Gwynedd will be in approximately 4 weeks.



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Paging systems have always been used (and still are) for critical paging for 2222 emergency and urgent calls. It is a proven and reliable system for getting hold of and delivering fast bleeps to those critical teams who need to respond to an emergency.

The new Multitone iMessage critical messaging system will improve resilience and will provide standardisation across the 3 general hospitals and switchboards, and will allow for inter-site paging and cross cover arrangements.

The ongoing improvements in our systems will improve on site communication for staff to support patient referral, transfers, treatment and discharge and improve efficiencies. A number of technical options are being tested to achieve this, with the testing informing a decision on the specific future solution. These options include WiFi telephones (being tested with ward managers and matrons at Ysbyty Gwynedd) and smart phone devices with the Microsoft Teams and Cisco apps to enable calls and instant messaging through our network (being tested with 34 medical staff in Ysbyty Gwynedd). As with any new technology, it is vital we test the options with front line clinicians to inform the best solution and to ensure patient safety.

We also recognise the issue of communicating important clinical and patient safety information and tasks goes beyond technology, and to that end we will be issuing a Safety Alert across the organisation to highlight the learning from this case. This alert will be issued by the end of April 2024.

We have also taken other action to improve patient safety whilst a technical solution is implemented. At Wrexham Maelor Hospital, the use of the bleep system out of hours has been restricted to four key areas to reduce the load and distraction on junior doctors. These four areas are deteriorating patients, deceased patients, fallen patients and time critical medication. All other tasks now wait for the junior doctor to circulate the wards. The site have also mandated 3pm ward huddles across all wards so that junior doctors and nursing teams can assess what tasks need doing in the 2 hours before the end of the in hours working day, reducing the out of hours workload and urgency. These improvement have been shared with the medical directors for our other general hospital sites.

I hope this letter sets out for you the actions we are taking to ensure the concerns you raised are being addressed.

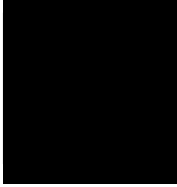
We would be happy to meet with you and discuss our plans in more detail, or provide further information and assurance should that be helpful.

Once again, I offer my deepest condolences to the family and friends of Mrs Trigger for their loss and I reiterate our apologies to them for the concerns identified at inquest.



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Yours sincerely



**Cyfarwyddwr Meddygol Gweithredol / Dirprwy Prif Weithredwr Dros Dro  
Executive Medical Director / Acting Deputy Chief Executive**

cc , Deputy Director of Quality