

13 June 2024

Mrs Heidi Connor
Senior Coroner for Berkshire
Berkshire Coroner's Office
Reading Museum and Town Hall
Blagrove Street
Reading
RG1 1QH

Dear Mrs Connor,

I write in response to your regulation 28 report, dated 26 April 2024, regarding the very sad death of Ms Ellen Mercer. I would like to express my sincere condolences to Ellen's family.

We have reflected on the circumstances surrounding Ellen's death and the concerns raised in your report, specifically that policies do not require assessment of VTE risk in people presenting at the emergency department.

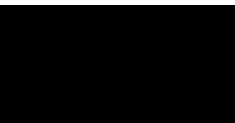
In terms of our guidance, we have published a guideline on [venous thromboembolism in over 16s: reducing the risk of hospital-acquired deep vein thrombosis or pulmonary embolism](#) [NG89]. The guideline makes recommendations for VTE risk assessment for people admitted to hospital and we recommend assessing all medical patients to identify the risk of VTE and bleeding as soon as possible after [admission](#) to hospital or by the time of the first consultant review (recommendation 1.1.2).

The scope of the guideline does not cover people in the emergency department prior to admission. We have therefore not made any recommendations that cover the circumstances described in your report.

We have recently implemented an organisation-wide approach to [prioritisation and topic selection](#). This is overseen by a single prioritisation board that guides the selection and coordination of our guidance development. We will ask our prioritisation board to consider if guidance should be developed in this area.

Please do let me know if you require any further information and again, I offer my sincerest condolences to Ellen's family.

Yours sincerely,



Chief Executive