

Ms Sally Robinson
HM Assistant Coroner
East Riding and Hull Coroner's Service
The Guildhall
Alfred Gelder Street
Hull
HU1 2AA

National Medical Director
NHS England
Wellington House
133-155 Waterloo Road
London
SE1 8UG

29/07/2024

Dear Coroner,

Re: Regulation 28 Report to Prevent Future Deaths – Linda Heath who died on 31 March 2022.

Thank you for your Report to Prevent Future Deaths (hereafter "Report") dated 09 March 2024 concerning the death of Linda Heath on 31 March 2022. In advance of responding to the specific concerns raised in your Report, I would like to express my deep condolences to Linda's family and loved ones. NHS England are keen to assure the family and the Coroner that the concerns raised about Linda's care have been listened to and reflected upon.

I am grateful for the further time granted to respond to your Report, and I apologise for any anguish this delay may have caused Linda's family or friends. I realise that responses to Coroner Reports can form part of the important process of family and friends coming to terms with what has happened to their loved ones and appreciate this will have been an incredibly difficult time for them.

Your Report raises some concerns that would be more appropriately answered by the providers involved in Linda's care, who I note you have also addressed your Report to. My response to you focuses on those areas that fall within the remit of NHS England's national policy and programmes, although my regional colleagues have engaged with the Humber and North Yorkshire Health and Care Partnership on the concerns raised, as this is system in which the providers involved in Linda's care operate.

We are advised by the GP Surgery involved (St Andrew's Surgery in Hull) that they have implemented improvements to their processes, including mandating use of the Task Functionality element of the SystemOne clinical software, to ensure that tasks are more closely monitored and actioned throughout the day, and arranging additional training on what to record in the patient record.

City Health Care Partnership (CHCP) have also advised that referrals can be made to them via various routes, and that while their Electronic Care Records cannot currently communicate with those of Hull University Teaching Hospitals NHS Trust (HUTH), there is a proforma in place to record the details of the patient, wound type, history and concerns. Bi-monthly meetings take place between CHCP and HUTH Tissue Viability Nurses to discuss and hand over care for pressure sores, ulcers and complex wound care patients.

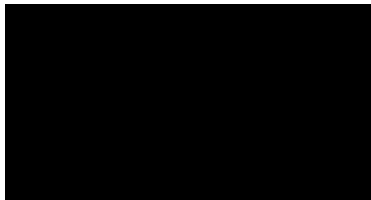
NHS England's Primary Care Directorate have reviewed your Report and have advised that Linda's care highlights the importance of follow-up or referrals being arranged by hospitals on discharge of patients, and the clear communication of any concerns or actions required to the GP team post-discharge. It is stated within the [GP Contract](#) that GPs should respond to a patient's concerns 'when they are ill or believe themselves to be ill.' We would refer you to the providers for further information and any learning taken, including on HUTH's discharge policies.

Nationally, there are several programmes of work underway to improve access to and the sharing of patient information between providers, both NHS and private. These include the [National Care Records Service](#) and [Shared Care Records](#).

I would also like to provide further assurances on the national NHS England work taking place around the Reports to Prevent Future Deaths. All reports received are discussed by the Regulation 28 Working Group, comprising Regional Medical Directors, and other clinical and quality colleagues from across the regions. This ensures that key learnings and insights around events, such as the sad death of Linda, are shared across the NHS at both a national and regional level and helps us to pay close attention to any emerging trends that may require further review and action.

Thank you for bringing these important patient safety issues to my attention and please do not hesitate to contact me should you need any further information.

Yours sincerely,




National Medical Director