

Our Ref: [REDACTED]

Date: 30 September 2024

Ms Krestina Hayes
HM Assistant Coroner for Surrey
HM Coroner's Court
Station Approach
Woking
GU22 7AP

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Dear Ms Hayes

Re: Mrs Gilliam Stokes
Regulation 28 Report to Prevent Future Deaths

Please find below my responses to your concerns raised in your email received on 29 July 2024 following the inquest into the death of Mrs Stokes. The Regulation 28 report sets out the matters giving rise to concerns numbered 1-3 below.

I understand that the Regulation 28 report has also been sent to the President of the Royal College of Radiologists who will respond to matters of concern 1 and 2.

Matter of Concern 3

I have concerns regarding the system in place at Ashford Hospital for 2 week follow ups following an aspiration following an initial assessment at the One Stop Clinic. Following the aspiration Mrs Stokes received, the Nurse advised in evidence Mrs Stokes should have had a further review after two weeks, as indicated in the paperwork, but this was not followed through by the hospital and the message was not clearly communicated to the family. This would have allowed for further follow up in case the bulge had increased in size and in pain and could have potentially identified the need to investigate further.

With regards to matter of concern 3, the Trust has reviewed the appointments process within the One Stop Shop breast clinic and has found the following:

The normal process for any patient having imaging and any tests during a consultation is for us to wait until all the results have returned to us, this process can take up to four weeks. The results are then discussed at the next Multi-Disciplinary Team Meeting (MDT); following the decision of the MDT the patients will be contacted to arrange their follow-up appointment.

Contact information slips are available and handed to patients who attend breast care clinics. These slips contain details of the Breast Clinic Team telephone number as well as the Patient Navigator Service number for the patients to contact if they have any questions or concerns.



The Division is in the process of developing a Standard Operating Procedure (SOP) for the Breast One Stop Shop Clinic, which will outline the guidelines for patient follow-up care. The aim of this SOP is to create a follow-up process that is both standardised and tailored to individual patient needs. The process will accommodate patients requiring earlier follow-up in some circumstances. Once the SOP has been finalised, a copy will be provided to the court for information and assurance.

I hope that the measures we have implemented demonstrate our commitment to addressing your concerns and our ongoing efforts to learn from and improve upon the issues highlighted in your report

Please do not hesitate to contact me should you require further details or documentation.

Yours sincerely



Chief Executive Officer

