

Katy Thorne KC

His Majesty's Assistant Coroner for Berkshire

By email via: [REDACTED]

Mallinson House
38-42 St Peter's Street
St Albans, Herts AL1 3NP

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email

24th July 2024

Dear Katy Thorne KC,

Response to the Regulation 28 Report to prevent future deaths - After Inquest CHADDHA S K 10052023

This is the National Pharmacy Association's (NPA) response to your Regulation 28 report, dated 2nd June 2024, following the tragic death of Mrs Sewa Kaur Chaddha on 10th May 2023.

We are very saddened to hear about the death of Mrs Chaddha and I would like to express our deepest condolences to her family and friends.

Our response is based on the information contained in the Regulation 28 report, as we were not an Interested Person or involved in the Inquest into the death of Mrs Chaddha.

The NPA is a trade association and representative voice of independent community pharmacies across the United Kingdom, and a key provider of services to the pharmacy sector. The vast majority of the approximately 6,000 independent community pharmacies in the UK are NPA Members.

Lloyds Pharmacy, who provided medication to Mrs Chaddha is not/was not an NPA Member.

Matters of concern

"Evidence was given at the inquest that there was no guidance or policy in place for Pharmacists to follow when issuing medication to patients with cognitive impairments, or if there was, it was not well disseminated among the pharmacist population."

"Evidence was given at the inquest that dosette boxes of different colours or labels with different colours were not routinely given to elderly or cognitively impaired patients living at the same address."

The NPA supports its Member pharmacies with advice, guidance and resources to help them to provide person-centred care in accordance with the pharmacy regulator's, the General Pharmaceutical Council's, standards. Our support includes guidance on equality, diversity and inclusion, monitored dosage systems (dosette boxes) and reasonable adjustments, including guidance on conducting patient assessments to help pharmacies determine how best to support patients with different needs including visual impairment, confusion and dementia, and signposting to information and support from the General Pharmaceutical Council.

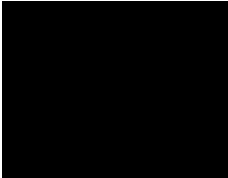
We will review our existing guidance and consider how we can refine it. We will consider how we can continue to further raise awareness of this issue with our Member pharmacies. In our role of Medication Safety Officer (MSO) for independent pharmacies, and a member of the sector-wide Patient Safety Group (which also includes representatives of corporate pharmacies), we will also raise this matter with the Group so that it can be considered by all MSOs across community pharmacy.

Mallinson House
38-42 St Peter's Street
St Albans, Herts AL1 3NP

tel 01727 858687
fax 01727 840858
email npa@npa.co.uk

Thank you again for highlighting the matter of concern and giving us the opportunity to respond.

Yours sincerely,




Director of External and Corporate Affairs
National Pharmacy Association