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16.12.2024

Dear Rebecca Sutton, HMA County Durham & Darlington,

**Re: Regulation 20 Report to Prevent Future Deaths.**

Thank you for sending me the investigation report into the accidental death of Mrs. Patricia Lines, aged 77.

I can confirm that this report has been discussed in Practice with both Clinicians and Management staff.

The Practice will take the following actions in order to prevent similar cases from occurring.

- This case will be used as a learning exercise in Clinical staff appraisals. It is important that the outcome of this case can be used positively to prevent such cases from happening again.
- Staff will continue to attend Infection Prevention and Control courses annually or sooner if required.
- Clinical staff will enroll into an Injection Administration Training course to improve practical competency in injection administration.
- Staff will follow local and national up to date guidance for (a) the administration of injections to patients and (b) skin preparation at the site of the injection before administration.

The Practice feels that the above actions can have a positive impact for both Clinical staff and Patients, preventing cases like this one from happening again.

Kind regards

