



Herefordshire and Worcestershire Health and Care

NHS Trust

Chief Executives Office
2 Kings Court
Charles Hastings Way
Worcester
WR5 1JR

Tel: 01905 681667

Email: [REDACTED]

www.hacw.nhs.uk



Worcestershire Acute Hospitals

NHS Trust

Acting Chief Executive
Worcester Acute Hospitals NHS
Trust
Executive Suite
Sky Level 3
Charles Hastings Way
Worcester
WR5 1DD

Tel: [REDACTED]
Email: [REDACTED]

Ref: [REDACTED]

3rd April 2025

Dear Sir,

Re Inquest touching the death of Katrina Insleay

In a Regulation 28 Order dated 13th February 2025, HMAc Puzey raised the following concerns:

- (1) ***The absence of a formal, documented handover system between hospital and Neighbourhood Team and the fact that the NT cannot simply check hospital records of patients with pressure sores to verify their condition without specifically requesting records creates the potential for the NT to fail to appreciate the true condition of a patient's pressure sores when they are discharged from hospital and for follow up to be delayed. This increases the risk of wound infection and consequent sepsis.***
- (2) ***I am informed (letter received from HWHCT on 31.1.25) that there are established handover procedures and that a statement of practice is being drafted to "formalise" the referral requirements between hospital and NT. I am informed also that an App is being developed which can be used to record and check the condition of pressure sores and that it has the potential to be used across acute and community services. I do not consider that these proposals are sufficiently detailed, precise and concluded to address the concerns that I have expressed.***

The Trusts have already provided a response to the Coroner's initial letter of concern, and therefore will focus on further developments since then in this response.

Response to concerns

The Trusts have further considered the impact of not having a shared records system, and the Health and Care Trust are in the process of obtaining access for 2 members of staff per Neighbourhood team (including Evening and Nights community nursing team) to the Acute Trusts Electronic Patient Record – 'Sunrise'. The access will be given to staff who sit within Triage hubs in the Neighbourhood Teams and triage new referrals. This will enable them to gain detailed patient information, for example, regarding wounds.

So far, 18 out of the 26 people identified as needing access, have been granted access but are not yet in full operational use. Once all access has been obtained as planned, this will be reviewed quickly to establish whether more licenses are required.

In addition, the Acute Trust have developed a handover form (copy attached), which will detail wound care advice taken from the information on 'Sunrise' within the nursing and Tissue Viability records. This will be sent home with the patient and therefore will be available for them to share with professionals who attend their home, as an additional source of information alongside the Electronic Patient Record system.

These steps are in addition to the measures already outlined in the Trusts earlier letter.

I confirm that I have not forwarded a copy of this response to any other Interested Person and would therefore be grateful if you could do so, as appropriate.

I also confirm that the Trusts are content for both the regulation 28 report and the response to be released or published should the Chief Coroner wish.

Yours sincerely



Chief Executive
Herefordshire & Worcestershire Health & Care NHS Trust



Acting Chief Executive
Worcestershire Acute
Hospitals NHS Trust