

H.M Area Coroner
Ms Sonia Hayes
SEAX House
Victoria Road South
Chelmsford
Essex
CM1 1QH

Our Ref: [REDACTED]

[REDACTED]

11 April 2025

Dear Ms Hayes

Regulation 28 Report to Prevent Future Deaths – Mr David Bennett

I write further to your Regulation 28 Report to Prevent Future Deaths dated 17th February 2025, relating to the Inquest of Mr David Bennett.

We have considered your concerns and set out our formal response to each matter using your numbering as follows.

Matters of Concern

Care sought and provided to Mr Bennett before 6 June 2023

- (1) Evidence was heard that the mental health crisis staff do not appear to have appropriate access to the primary care mental health System One records and there is a risk that vital information is not being shared.
- (2) The Operational Policy Mental Health Urgent Care Department pathways Appendices are not clear and do not appear to accord with the implementation.
- (3) Recent contact with the primary care mental health records did not appear to be accurately recorded in the System One Records with suicidal ideation not recorded.
- (4) Mr Bennett requested a GP appointment; a telephone appointment was made with the primary care mental health nurse. The primary care mental health nurse on 1st June did not escalate Mr Bennett to the GP or Community Psychiatrist when Mr Bennett was adamant he wanted to see a doctor and required an urgent medication review for his deteriorating mental health.

- (5) Mr Bennett had an open prescription for antipsychotic medication on his GP record that was not being requested and the primary care mental health nurse did not ask about this and the nurse did not inform the GP or seek any advice from her line manager who was a nurse prescriber.**

I understand from my colleagues in attendance at the Inquest hearing, that these matters of concern; points 1 – 5, do not relate to Mid and South Essex NHS Foundation Trust (MSEFT), and we have not identified any action to be taken in respect of these.

Episode of care on 6 June 2023

- (6) Mr Bennett attended the acute hospital Trust for his deteriorating mental health. The acute Trust hospital nurse sought advice from the mental health liaison nurse. The acute Trust nurse did not have access to the mental health or GP records and not all available information was shared with the acute Trust nurse.**

Access to medical records- Shared Care Record

We have several projects under development to improve the sharing of patient information between us, primary care, social care, and NHS colleagues.

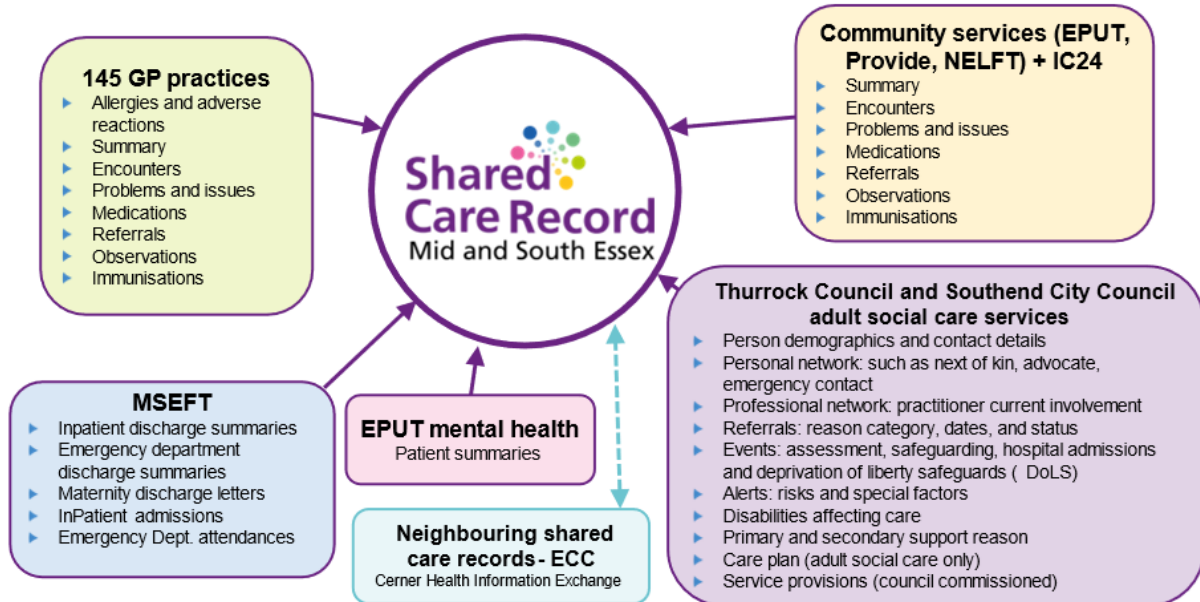
We are in the process of devising a 'Shared Care Record' with colleagues across the Integrated Care Board enabling unified access to patient records. The collaboration includes us, Essex Partnership University Trust (EPUT), Primary Care, Social Care and other key stakeholders set out below.

We are already sharing Emergency Department (ED), maternity and inpatient discharge letters as part of the Shared Care Record, and we will continue to expand on this. We are currently testing the provision to share details of outpatient appointments.

As you will be aware, the Mental Health Liaison Team (MHLT) is a service delivered by EPUT, and they are based at our Basildon Hospital site. They have access to our acute care portal (ACP). ACP holds information including test results, appointments, and clinical documentation, (which has been scanned in) from us, and has an in-context link to the Shared Care Record. The MHLT are also able to access the Cerner Health Information Exchange (CHIE) which has some information from other providers such as GPs.

Notification, training guidance and videos about the Shared Care Record are currently being disseminated to our ED clinical staff as part of the rollout programme. Once the Shared Care Record is embedded, our clinical colleagues will have access to patient records from other agencies themselves, via ACP, enabling them to have a fuller picture of the patient's clinical background. Staff will have the potential to be alerted to previous mental health interactions or concerns outside of the acute setting, without relying on the patient's own disclosure. The types of records currently available are set out in the graphic below.

Information being shared so far:



Current Data Slide – February 2025

Unified Electronic Patient Record- NOVA

The Nova programme is our long-term plan working to implement a unified electronic patient record (EPR) utilising the Oracle Health platform. This will be a joint platform across acute, community and mental health, enabling a more streamlined, transparent approach to patient care. It will link in with our shared care record (Orion) to allow GPs visibility of information and vice versa, as well as some information being sent to the patient portal, for example discharge letters, results, and questionnaires.

The NOVA platform is expected to go live for us in September 2026 and for EPUT in February 2027, allowing all staff to see the entirety of the patient record.

The NOVA project is a key priority for us, and staff are updated on progress at my monthly all-staff briefings to ensure awareness and engagement. A full launch programme will be planned, with training package for all staff prior to implementation in 2026.

Mental Health Working Group

We recognise that patients in mental health crisis must find our services accessible and to achieve this we have established a Mental Health working group to develop specific ED treatment pathways for mental health patients.

The working group includes partnership with multiple agencies including EPUT and North East London Foundation Trust (NELFT). Expertise and from neighbouring acute trusts, (Princess Alexandra Hospital and Colchester Hospital) to ensure the pathways developed are robust and straightforward to navigate.

The pathways are in the final stages of drafting, for review and approval by all involved agency's governance structures. The final stage of the plan will include a rollout programme and training for ED staff prior to launch.

(7) The mental health liaison nurse asked the acute Trust nurse to undertake the risk assessment for Mr Bennett's mental health. This is the role and purpose of mental health liaison.

I understand you were satisfied that the Trust's Advanced Nurse Practitioner (ANP) sought the appropriate advice from the MHLT, we have not identified any action for us to take in relation to this concern.

Independent Mental Health Liaison Safety Review

In addition to the steps taken above, we have commissioned an independent review of the MHLT adult services supplied to us by EPUT. The review was finalised in January 2025 and several recommendations were made to improve the MHLT service.

Key areas of focus included:

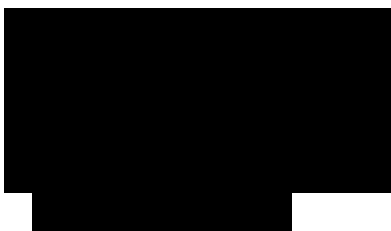
- Responsibilities, accountability & governance
- Patient safety
- Quality and Patient Experience
- Commissioning
- Leadership
- Continuous Learning, Innovation & Improvement

We have devised an action plan to deliver the required improvements to the MHLT service, and this is a key area of focus for us moving forward.

We are working in partnership with the Mid and South Essex Integrated Care Board and EPUT to develop a Mental Health Liaison service in all of our hospitals that meets the needs of patients in mental health crisis whilst they await care and treatment in the appropriate mental health care setting.

I trust that we have addressed your concerns, however, if I can assist further with these matters, please do not hesitate to contact me.

Yours sincerely



**Chief Executive
Mid and South Essex NHS Foundation Trust**