

28 May 2025

Mr P Spinney
HM Senior Coroner
The County of Devon, Plymouth
and Torbay
c/o Devon Coroners Court

Trust Management Office
Musgrove Park Hospital
Barton House South
Parkfield Drive
Taunton
TA1 5DA

Sent via email to
[REDACTED]

Dear Mr Spinney

REGULATION 28 REPORT – PREVENTION OF FUTURE DEATHS – Andrew Tizard-Varcoe

I am writing in response to your correspondence dated 31 March 2025 regarding the Regulation 28 Notice of the Coroner's (investigations) Regulations 2013 following the inquest regarding the death of Andrew Tizard-Varcoe which concluded on 27 March 2025.

We have set out the matters of concern as raised in the report below and our response to them.

MATTERS OF CONCERN

- 1. Consideration should be given to reviewing the process of managing and treating patients with multiple health conditions, being treated across different hospital trusts, to ensure greater coordination, collaboration and optimal treatment.**

It would be unusual to undertake shared care between two neighbouring departments unless specifically requested. It is normally best practice for the same clinical consultant and team to manage care and treatment of a patient (where possible) for continuity. ENT and other specialties often work closely and collaboratively with colleagues from other NHS bodies, including teams in neighbouring hospitals and GPs in respect of patient treatment and this generally works well. Where SFT input is needed, we have and will continue to work with partners to ensure coordination, collaboration and optimal treatment in the best interests of the patients and their families

There are areas within the Trust that do work across more than one NHS Trust, such as vascular surgery, and they have a shared care agreement as part of a hub and spoke agreement, where SFT is the hub. This does allow access for all partners involved to certain medical records across the whole pathway, but we recognise this is harder to achieve in organisations, such as ours, where not all medical records are on the same electronic system.

Funding for integrated IT systems across organisations is something beyond the control of SFT but we are working with the NHS Somerset Integrated Care Board and the national team to develop an integrated Electronic Health Record across acute, community and mental health services in Somerset which will support better integration and interaction across our services as well as with neighbouring trusts and systems.

Within the Trust we do have the complex care team who provide support to people with complex health and social care needs, often working in an integrated neighbourhood



team model. These teams aim to improve care, reduce hospital visits, and empower individuals to manage their health and live as independently as possible. They offer various services, including care planning, coordination, and support for families and carers.

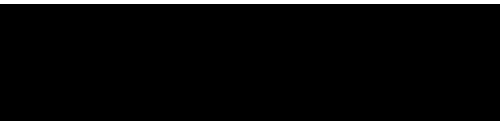
2. Consideration should be given to reviewing arrangements for follow-up outpatient appointments in the ear, nose and throat departments in the Royal Devon University Healthcare NHS Foundation Trust and the Somerset NHS Foundation Trust, to ensure effective monitoring.

Our ENT waiting list is monitored daily with close working between our Admissions/Booking Team and the ENT operational team. There is a weekly Patient Tracking List meeting where the waiting list is reviewed in a wider group. There is also a biweekly 1:1 meeting with the booking teams (Outpatient booking supervisors and Operational management) around the outpatient demands and the areas of concerns. Discussions are then had with our operational team, rota coordinator and the clinicians around changing activity to meet the demand where possible. We have undertaken a review of all patients within the service with the same diagnosis as Mr Tizard-Varcoe, it can be demonstrated that regular correspondence is occurring with less than 4 weeks between patient and service contact over a 6–8-month period.

I hope that the above information has been helpful. Can I also take this opportunity to express my condolences to Mr Tizard-Varcoe's family for their loss.

Please do not hesitate to contact me if you require any further information.

Your sincerely



CHIEF EXECUTIVE

Somerset NHS Foundation Trust