

**RESPONSE TO A REPORT TO PREVENT FUTURE DEATHS
REGULATION 29 OF THE CORONERS (INVESTIGATIONS) REGULATIONS
2013**

Please do not include any living persons' names in this document, in accordance with the Chief Coroner's [PFD Publication Policy \(2026\)](#).

THIS RESPONSE IS BEING SENT TO:

The Chief Executive, University Hospitals Sussex NHS Foundation Trust

The Chief Executive Royal Surrey NHS Foundation Trust

The Senior Coroner, Penelope SCHOFIELD, for the Coroner Area of West

Sussex, Brighton and Hove in response to a 'REPORT TO PREVENT FUTURE DEATH REGULATION 28' following an inquest into the death of Gemma Robins that concluded on 6 July 2026.

1.	RESPONDENT In line with our duty under Regulation 29 of the Coroners (Investigations) Regulations 2013, [REDACTED] Medical Director – Royal Surrey NHS Foundation Trust provides this response within 56 days (plus any extension granted) of the date of the Report to Prevent Future Deaths.
2.	DATE OF RESPONSE 24.08.2026
3.	CONFIRMATION OF CORONER'S MATTERS OF CONCERN The MATTERS OF CONCERN were identified in the report are as follows: Whilst it is appreciated that communication is difficult when so many different specialist clinicians are involved in a patient's care particularly when on the Intensive Care Unit. At the time of Gemma's death clinicians communicated via text, email and telephone to discuss patient care. I heard that these modes of communication can be extremely challenging and prone to miscommunication when multiple teams were involved with a patient. Although some improvements have been made the Court's Expert witness indicated that these issues will continue to occur unless there is one centralised system/platform which clinicians across both NHS Trusts have access to and

	facilitates the use real time recording of communications.
3.	DETAILS OF ACTION TAKEN The Royal Surrey is the tertiary unit for Hepato-Pancreato-Biliary (HPB) and provides advice to hospitals across the Surrey and Sussex region. The service provides a 24/7 on-call HPB Consultant who can be contacted by local hospitals for advice via the switchboard. Outcomes of the HPB MDT are communicated from one centralised pancreatitis team email address. To improve communication, the Trust's HPB Lead Clinical Nurse Specialist suggested to the Royal Sussex NHS Foundation Trust that other centres in the region are using a generic inbox for receipt of emails from the pancreatic service. The ICU Consultants at the Royal Sussex are now using a generic inbox providing a centralised communication platform that all consultants have access to.
4.	DETAILS OF FURTHER ACTION PROPOSED To further improve communication, the Royal Surrey are working towards implementing the Refer a Patient System. This is an on-line referral portal, which enables anyone at the referring and receiving Trust with login details the ability to access the communication about the patient. The Refer a Patient system has been demonstrated by the supplier to the Chief of Service for Surgery and has subsequently been demonstrated to all General Surgery doctors using the test platform. The Refer a Patient portal will greatly improve communication for general surgery as it allows quick access, accurate

	information transfer and provides a full record of all referrals received into the HPB service and the communication around them. The Chief of Service is currently finalising the business case for the Refer a Patient System which is fully supported by the Executive Team. The introduction of this system will also support other tertiary services in their communication with their referring organisations.
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