

**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 Senior Coroner, Penelope Schofield for the Coroner Area West Sussex, Brighton and Hove, in response to a '**REPORT TO PREVENT FUTURE DEATH REGULATION 28**' following an inquest into the death of [**Gemma Louise Robins** that concluded on **06 July 2026**.

1.	RESPONDENT In line with our duty under Regulation 29 of the Coroners (Investigations) Regulations 2013, [REDACTED], Chief Executive of University Hospitals Sussex 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: 28 August 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 University Hospitals Sussex NHS Foundation Trust confirm: In January 2026 the Critical Care Department of the Royal Sussex County set up a generic email address to use for communication with specialist teams both within and outside of our hospital. All of the Critical Care Consultants have access to this mailbox meaning that any communications will always be

	visible to the duty Critical Care Consultant. The Critical Care Consultants at the Royal Sussex County Hospital have agreed that when surgeons or radiologists from other hospitals are offering advice to surgeons or radiologists in the Royal Sussex County Hospital, the Critical Care team will not relay messages between the two due to the risk of miscommunication. Instead, the Critical Care team will facilitate direct communication between the specialists involved as it is safer when the treating clinician and the advising clinician speak directly to one another.
4.	DETAILS OF FURTHER ACTION PROPOSED University Hospitals Sussex NHS Foundation Trust confirm: Tertiary Specialties within the Royal Sussex County Hospital, and in other hospitals use the "referapatient" (https://www.referapatient.org/refer-a-patient) referral management system to ensure reliable and accountable communication between clinical teams. We support the use of this or a similar system between clinicians at the Royal Sussex County Hospital and the Hepato-pancreato-biliary service at the Royal Surrey Hospital. This would need to be commissioned by the Royal Surrey Hospital.
	SIGNATURE Chief Executive