

Ref: NG/DLM

Date: 13th January 2014

CHIEF EXECUTIVE'S OFFICE

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Dear Miss Voisin

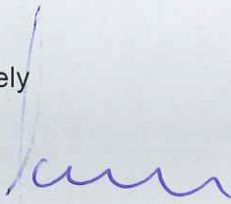
In response to your letter to the Trust under Regulation 28 I am writing to re-assured you that the process surrounding the management of children from the moment they enter the Emergency Department has been substantially revised and strengthened in a way which I very much hope will avoid a repeat of the circumstances surrounding the death of Chloe Flavell.

For your further assurance I enclose a copy of a summary paper of actions taken around paediatrics and presented to the Board on 7th January. Within this paper you will see the new pathways along which paediatric patients can be managed. I would draw your particular attention to the role of the Clinical Navigator. This individual, stationed opposite the reception area in the Emergency Department, has the responsibility of scanning patients as they come into the Department and actively seeking out children who will then be fast tracked along whatever pathway seems most appropriate.

The changes illustrated in the paper have all been enacted. However, if you require further detail or have other observations to make please do not hesitate to contact me.

Best wishes.

Yours sincerely




Medical Director
Weston Area Health Trust

cc: Nick Wood, Chief Executive
 Associate Director of Governance & Patient Experience

