

PRIVATE AND CONFIDENTIAL

HM Coroner for Surrey
HM Coroner's Court
Station Approach
Woking
Surrey
GU22 7AP

25th September, 2014

Care UK
Health Care Division
Hawker House
5-6 Napier Court
Reading
Berkshire RG1 8BW

www.careuk.com

Dear Sirs,

Mrs Silvia Taylor (deceased) – Regulation 28 report: action to prevent future deaths

We are writing in response to HM Coroner's Regulation 28 report following the Inquest into the sad death of Mrs. Silvia Taylor on 7th February, 2013 (copy attached for reference). Paragraph 5 of the report states:

"During the inquest the following concerns arose:

- *Although initial reports from Mrs Taylor gave no concern for the need for urgent medical attention, unsuccessful attempts to contact her were not acted upon for several hours.*
- *The difficulties in establishing telephone contact with Mrs Taylor were not conveyed to the family.*

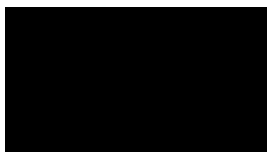
I would ask that you consider giving further consideration to the no speech call procedures in relation to after hours support."

Following receipt of the report we have reviewed and updated the policy as to how our current services should proceed if we make a telephone call to a patient and there is no reply (policy attached for reference).

The policy has addressed two points where a patient may need contact from Care UK's out of hours GP service:

1. Scenario 1 is where a patient's phone number has been received by the out of hours service because the patient needs further assessment over the telephone by a clinician.
2. Scenario 2 is where the patient's phone number has been received by the out of hours GP service from the NHS 111 service because the NHS pathways algorithm has determined that the patient needs an appointment to be seen face to face.

This policy change has happened in consultation with Care UK's senior doctors: National Medical Directors for Practices and for Health in Justice, Medical Director for Primary Care and the Regional Medical Directors within Primary Care. This policy was ratified at the Clinical Quality and Governance Committee Meeting for Healthcare on 22nd September, 2014.



Yours sincerely,



Medical Director for Primary Care
Care UK