

PRIVATE AND CONFIDENTIAL

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27 February 2015.

Dear Mr Bedford

Re: Regulation 28 Response on the matter of James Fyfe ("JF") (Deceased)

The Trust has investigated and acted upon your concerns as set out in your Coroner's Regulation 28 Report to prevent future deaths dated 5 January 2015.

Our understanding of your concerns that require action by the Royal Berkshire NHS Foundation Trust ("Trust") are:

1. Assurance is required that the Trust has introduced improved service sheets for the trolley.
2. Assurance is required that the Trust has involved Anetic Aid Limited ("AA") in maintaining and repairing the trolley.
3. Employee training in the use of the trolley.
4. A problem has been highlighted with maintenance schedules for the trolley.

Response

The Trust response to the concerns expressed by you is as follows:

1. The Trust has contracted with AA to undertake periodic inspection and as required maintenance on all of its QA3 trolleys. AA engineers provide the Trust with a 'maintenance entry sheet' during every inspection/maintenance visit to the Trust detailing the trolleys inspected, the faults identified and the actions taken to remedy those faults.
2. The Trust has further updated its Clinical Engineering Checklist for AA QA3 trolleys to expressly detail the checks that must be undertaken during every inspection of a QA3 trolley.



3. **After the incident the Trust instigated a "Remember 'Clunk – Click' every trip" campaign across the Trust.** The campaign included placing a 'Clunk – Click' screen saver on Trust computers, placing campaign posters strategically across the Trust and ensuring updated user instructions were added to the Trust's training website. This campaign was re-instigated across the Trust in January 2015.
4. Responsibility for developing QA3 trolley maintenance schedules lies with AA as the trolley manufacturer and following the Inquest into JF's death, the Trust entered into correspondence with AA with a view to AA amending its servicing schedule for QA3 trolleys.

On 2nd February 2015, AA informed the Trust in an email that it was not prepared to incorporate the Trust's recommendations on the inspection of QA3 trolley cot sides into its servicing schedule. AA advised the Trust that the reason for it taking this position is due to AA not wishing to "*set a precedent that we would be uncomfortable with*".

At the conclusion of the Inquest into JF's death, the Trust entered into discussions with the Medicines and Healthcare Products Regulatory Agency ("**MHRA**"), which sets the standards for the management of medical devices, including trolleys. The MHRA is in discussions with AA to resolve the servicing schedule issue.

However, as an interim measure, the Trust insists that AA inspects and maintains its QA3 trolleys in accordance with its Clinical Engineering Checklist, which the Trust believes, in practice, deals with your fourth concern under the R.28 Report.

In summary, the Trust believes that it has taken all appropriate steps to address all of your concerns under R28. While no permanent solution has been found to the fourth concern expressed under Regulation 28, this matter is outside the Trust's control.

If you have any queries regarding the Trust's response please contact 
on 

Yours sincerely


Jean O'Callaghan
CEO