

Executive Corridor
Darlington Memorial Hospital
Hollyhurst Road
Darlington, DL3 6HX

Email: 

Our Ref: SJ/bc/Coroner

18th June 2015

Mr Andrew Tweddle
HM Coroner for the North & South
Districts of Durham & Darlington
HM Coroner's Office
PO Box 282
Bishop Auckland
Co Durham DL14 4FY

Dear Sir,

Patricia Lillian Chapman

I am responding to the content of your letter and specifically those issues raised within your report under Regulation 28 and 29 of the Coroners Investigations Regulations 2013. The **Matters of Concern** as you stated:

'The revised training and flowchart does not include any reference to staff in a community hospital being able to obtain emergency advice from an expert in the emergency department of one of the Trust's acute hospitals (or from an expert in another department of the said hospitals if appropriate) to assist in giving immediate medical cover whilst, for example, other steps are being taken or whilst an ambulance is on route after being summoned. It may well be the case that in urgent situations immediate medical advice from an appropriate expert might be beneficial when trying to ensure a patient's safety and this is not included in the revised Trust policies. This is something that should be given consideration to.'

This letter is to confirm that all qualified staff at Sedgefield Community Hospital have received training in the deteriorating patient and management of a patient with hypoglycaemia.

If a patient with diabetes is admitted to any community hospital the "Management of Hypoglycaemia" flowchart is inserted into the front of the nursing care record to act as a reference guide.

We have also introduced an operational procedure for community hospital staff who may require urgent advice whilst waiting for an ambulance to arrive, as follows:

OPERATIONAL PROCEDURE

COMMUNITY HOSPITALS

On occasion it may be necessary to seek urgent advice on the management of a patient within a community hospital whilst waiting for an emergency ambulance to arrive.

Process to follow

- 1) Dial 999 – always first action.
- 2) Ensure a registered nurse stays with the patient.
- 3) Implement immediate actions as per trust policy.
- 4) Summon on site qualified medical practitioner.

If urgent advice is required whilst waiting for an ambulance and there is no qualified medical practitioner on site:

Contact acute hospital switchboard – Telephone No. 01325 380100
Between 8:00am – 8:00pm each day ask for Medical Consultant Physician of the day
Between 8:00pm – 8:00am each day ask for Medical Registrar on call

Be concise regarding the immediate advice you require and what the issues are regarding patient management whilst waiting for an ambulance to arrive.

Yours sincerely,



Sue Jacques
Chief Executive

www.cddft.nhs.uk

Chief Executive, Darlington Memorial Hospital, Hollyhurst Road,
Darlington, County Durham DL3 6HX Tel: 01325 743565