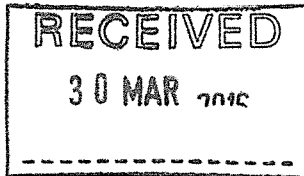


24/03/2016

Fourth Floor
177 Preston Road
Brighton
BN1 6AG

Telephone: 01273 560243

Veronica Hamilton-Deeley
HM Coroner for Brighton & Hove
The Coroner's Office
Woodvale
Lewes Road
Brighton
BN2 3QB

Dear Madam,

Re: Regulation 28 Report; Mr Geoffrey John Moyse

Thank you for sending me the Regulation 28 report arising from the death of Mr G.J Moyse, and providing us with the opportunity to respond to the matters of concern. It was with deep sadness that I read about the circumstances leading up to the death of Mr Moyes and I would like to pass on my condolences to Mrs Moyes. We have reviewed our involvement in Mr Moyes care and have outlined below the actions Brighton and Hove Integrated Care Service propose to take.

Brighton and Hove Integrated Service provided the Referral Management Service for Brighton and Hove between March 2009 and August 2015. Our role was to receive patient referrals from GPs and to safely steward patients to the hospital of their choice. During the period in question we worked closely with the CCG and were aware of discussions between BSUH and the CCG about long waiting times for digestive diseases services. We therefore paid particular attention to advising patients of these long waits, we also offered them alternative hospitals where more timely NHS care and appropriate treatment could be provided. This included other NHS hospitals and independent sector hospitals.

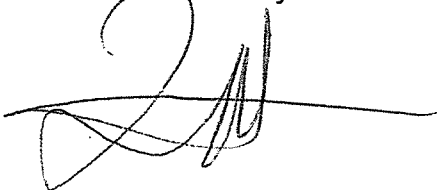
Whilst not directly involved in discussions with BSUH and the CCG regarding digestive diseases, we worked closely with the CCG to ensure delays in patient care were minimised during a period of long waiting times in the local NHS Hospital.

[REDACTED] (the Joint Clinical Lead for the service at the time) has reviewed our involvement with Mr Moyes and I have attached an investigation report which I hope addresses the matters of concern that you have identified. In particular it found that the Referral Management Service swiftly handled Mr Moyes' referrals, actively sought options and encouraged him to be seen as soon as possible at a convenient location of his choice. Our records show that our Patient Care Advisor was concerned about his decision to wait longer for treatment and this was shared with his GP. Our investigation also showed that the pathology report and all the other referral documents dated the 26th July were faxed to the Nuffield on the 5th August, at the request of the patient and the GP. In addition an urgent referral was sent to Royal Sussex County Hospital. If required I can forward dated copies of faxes sent and records of conversations with Mr Moyes. If you have other evidence that this was not the case it would be useful if this was shared in order to aid any further investigation we may need to do.

In this case, I am satisfied that we followed our protocols and demonstrated best practice in our role in Mr Moyes' care however there is always learning from any incident of this kind. As a result [REDACTED], our Director of Clinical Services, has used Mr Moyes' case as an anonymised example for discussion with our Patient Safety Group, where staffs are represented from all of our service areas. The group has reviewed this case with the intention of identifying any improvements that can be made, building staff awareness of the importance of providing patient choice and building upon the patient safety focused approach. As a result they are ensuring that all teams who offer choice in our services are implementing our protocols for when patients choose to delay their care. The team, like me, was deeply saddened by the ultimate outcome and were provided with a powerful reminder of the importance of the work they do for patients.

I am happy for you to share this response with Mrs Moyes, if you see fit, and also please do not hesitate to contact me if you believe that my response does not fully address the concerns raised.

Yours Sincerely

A handwritten signature in black ink, appearing to be 'Zoe Nicholson', written over a horizontal line.

Zoe Nicholson
Chief Executive

c.c Dr Christa Beesley, Chief Clinical Officer, Brighton and Hove Clinical
Commissioning Group
Miss Amanda Fadero, Interim Chief Executive, Brighton and Sussex University
Hospital Trust.