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Our ref: MC/ab

21 March 2016

Dear Sir

I am writing in response to your letter sent to our Medical Director. In order to progress this we have had a meeting with Senior Management of Livewell South West and myself as Clinical Director of Adult Mental Health and have reviewed the case. We have reviewed the process of urgent referrals. We note that Knowle House Surgery considered this as part of their Significant Event Process and we met with the practice on Friday 18th March. We understand that the practice will forward a record of the meeting to you.

Our actions are as follow:

1. In future any staff that reject an urgent referral will be contacting the referrer direct to confirm the outcome of their assessment of the referral.
2. We will also continue with our usual practice that Devon Referral Support Services (DRSS) will notify the referrer, in writing, of any referrals not accepted.
3. We will be seeking advice from the Local Medical Committee to ask how learning can be shared throughout the Primary Care arena and Secondary Care arena.

On a matter of accuracy, the request for an assessment from the North Community Mental Health Team was a request for a Mental Health assessment, not a Mental Health Act assessment, which would be a different process.

With all best wishes
Yours sincerely



Dr M Cooper
Clinical Director
Livewell Southwest

Supporting people to be Safe, Well and at Home

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