



Mrs Louise Hunt
HM Coroner
Birmingham and Solihull Areas
Coroner's Court
50 Newton Street
Birmingham
B4 6NE

23 August 2016

Your ref: LH/lmb Terence Stilges

Dear Mrs Hunt,

Inquest into the death of Mr Terence Stilges – Report to Prevent Future Deaths

Thank you for your Regulation 28 Report dated 30 June. I note the significant concerns raised by you in the relation to the discharge arrangements provided to Mr Stilges and I would like to express my sincere condolences and apologies to the family at this difficult time.

I thank the Heart of England NHS Foundation Trust for carefully considering the issues raised by you.

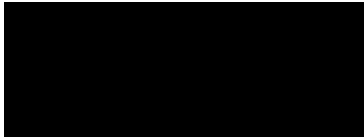
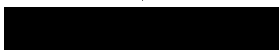
Although the Trust had electronic systems in place to prevent this event from occurring, they have acknowledged that these were not fully followed and have taken appropriate steps to prevent a re-occurrence:

- they are in the process of reviewing the electronic systems to ensure robustness;
- they have a comprehensive training programme in place to ensure that junior doctors are aware of the discharge process;
- the individual clinicians involved have been asked to review this significant event in their annual appraisal; and
- the event will form part of their internal quality improvement process – the “Risky Business Forum”, to ensure that all learning is understood by clinicians.

I believe that this response and the actions articulated within it are appropriate, deliverable and proportionate and I am therefore able to support the content of the response from Heart of England NHS Foundation Trust.

I am grateful to you for bringing these matters to NHS England's attention.

Yours sincerely,

A large black rectangular redaction box covering the signature of the sender.A black rectangular redaction box covering the name of the sender.

**Director - Clinical Policy and Professional Standards
NHS England**