

Mr David Hinchliff  
Senior Coroner  
Coroner's Office & Court  
71 Northgate  
Wakefield  
WF1 3BS

3500/15/CF/LC  
INQ - 18.10.16  
"Narrative"

██████████  
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Ref: GB/HB

29<sup>th</sup> November 2016

**RE: Inquest touching the death of Michaela Louise Thompson**

08 DEC 2016

Dear Mr Hinchliff

The letter and your regulation 28 requirements (attached) were forwarded to me for consideration. ██████████ has now left his post and we have an interim medical director).

I am aware of Miss Thompson's care and sad death therefore fully accept your requirement that there should be clear documentation as to who is present at multi-disciplinary team meetings along with clear documentation of any outcomes and decisions made. It is therefore something which we will of course put in place.

I can also fully understand the rationale behind the second requirement as it was reported that Miss Thompson was distressed and anxious at the time of the phone call to Aire Court. It is clearly upsetting to the family who are unable to determine what was discussed in the phone call and who had that discussion with Miss Thompson.

I have discussed this with the clinical team involved and they similarly feel that recording phone calls would be helpful for the future given their experience in this case.

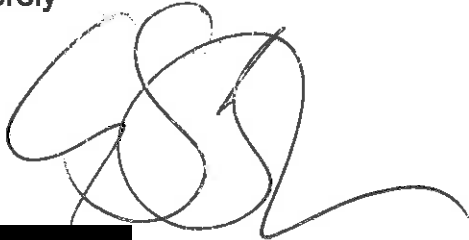
There are however some practical difficulties in that there are multiple phone lines coming into each team and these are used for a variety of reasons, sometimes by service users but also by other professionals and outside agencies.

The practicalities of recording all of these calls could therefore be difficult. However, as agreed by the team, I do think the facility to record calls coming into clinical services is important and I agree with what I presume to be the rationale behind this requirement.

I wonder though, given the likely practical challenges, whether it would be useful to discuss this a little further so that I am clear about you intend to be achieved by this so that we are able to do something that is both practically feasible and also meets both your requirements and those for people who use our services in the future.

I would therefore ask if we could arrange a relatively brief meeting to discuss this so that we can implement it, in a way that addresses the concerns that you have identified?

Yours sincerely

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke extending to the right.

[REDACTED]  
CONSULTANT PSYCHIATRIST / CLINICAL DIRECTOR, LEEDS CARE GROUP