

The Health Centre
King Edward Lane
St Marys
Isles of Scilly
TR21 0NS

14th January 2017

Dear Dr Carlyon,

Thank you for your report regarding the sad and untimely death of Robert Lloyd on the Isles of Scilly on the 30th July. In response to the regulation 28 report I hereby outline the actions we have undertaken as a practice to help to prevent such a death again.

I met with [REDACTED] of the Drug and Alcohol Action Team of Cornwall Council, on the 12th January to discuss future services and how we can work together to ensure services improve. We will shortly be having a new Addaction worker on the Islands who will visit every 2 weeks. This will be a vast improvement on the previous set-up, where often contact was by telephone or Skype. We will host his sessions here at the surgery to ensure that we improve multi-agency working. He will also be able to feed into our multi-disciplinary team meetings for clients as required.

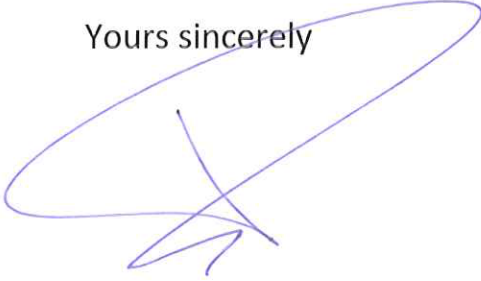
In addition to this, training for our two pharmacists has been undertaken, to try and identify those who are at risk of harm from excess alcohol consumption and we are carrying out an audit of those who are recorded on our General Practice notes as having an alcohol intake of greater than the recommended limits. This will assist us in targeting advice to those who most need it, with the aim of increasing referrals to Addaction.

Both Angela and I sit on the Community Safety Partnership, so we will ensure that the subject of problem alcohol use is on the agenda. The main focus of the CSP this year is around domestic abuse, so enhanced alcohol services will sit well alongside this as a focus.

We all recognise that services have fallen short of what is expected over the last few years, but I am confident that this case will prove to reinvigorate the local offer, and will make services safer in the future.

If you need further information please do not hesitate to contact me.

Yours sincerely

A handwritten signature in blue ink, consisting of a large, sweeping loop followed by a few smaller, more defined strokes.A solid black rectangular redaction box covering the name of the sender.

Lead GP Isles of Scilly Health Centre