

Our Ref: RD/SE/REG28NGT

15 March 2017

Executive Office
North Cumbria University Hospitals NHS
Trust
Cumberland Infirmary
Carlisle
CA2 7HY

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Mr David Roberts
Her Majesty's Senior Coroner
Fairfield
Station Road
Cockermouth
CA13 9PT

Email: hmcoroner@cumbria.gov.uk

Dear Mr Roberts

**RE: REGULATION 28 REPORT – MICHAEL PARKE AND AMANDA COULTHARD
(DECEASED)**

Further to the Regulation 28 Notice issued to the Trust on 18 January 2017, I am writing with our response to the actions you have requested.

It is important to outline that the preparation and review of our response has been discussed in detail at a dedicated development session with the Trust Board. Whilst there is very specific learning for us in relation to caring for patients who require Nasogastric tubes to be inserted safely, equally there is significant learning for us as an organisation in general terms, which both the Executive and Non Executive Directors of the Trust have collectively reflected on.

Attached to this letter is a report summarising the action we have taken against the five specific actions in your Regulation 28 Notice. We have also summarised additional actions that we have identified and will implement over the next 12 months. Progress against the delivery of this plan and compliance with the updated Nasogastric Tube Policy will be included in the Trust's Internal Audit Plan for 2017/18. This is to ensure that independent assurance on the delivery of the plan and implementation of the policy can be provided to the Trust Board.

I will be reporting this action plan to the public Board meeting in March 2017, please do let me know if you have any concerns regarding this. In addition to this, we are in the process of contacting the families of Michale Parke and Amanda Coulthard in order to include a personal comment from them in the organisational briefings which will be holding in April 2017 to share the learning from these tragic Never Events.

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

Yours sincerely

A handwritten signature in blue ink, appearing to be 'SE', with a long horizontal line extending to the right.

Stephen Eames
CHIEF EXECUTIVE & STP LEAD FOR
WEST, NORTH & EAST CUMBRIA

Enc

CC: Trust Inspection Manager – Care Quality Commission