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Date: 4th August 2017

STRICTLY PRIVATE AND CONFIDENTIAL

Mr. T W Brennand
HM Area Coroner
Coroner Area of Manchester West
Ground Floor
Paderborn House
Howell Croft North
Bolton
BL1 1JW

Dear Mr. Brennand

Re: Mrs. Katherine Anne Derbyshire (Deceased)
Response to Regulation 28: Report to Prevent Future Deaths to Salford Royal NHS Foundation Trust.

Thank you for your Regulation 28 letter dated 16th June 2017, which you issued to Salford Royal NHS Foundation Trust ("SRFT") and The Royal Albert Edward Infirmary, (Wrightington Wigan and Leigh NHS Foundation Trust ("WWL") following an Inquest held on 19th May 2017 touching the death of Mrs Katherine Anne Derbyshire.

Your letter raised a number of issues, summarised in the comment below;

At the inquest the case raised issues as to the nature and extent of communication between the two hospitals and the management of patients admitted at Royal Albert Edward Infirmary requiring ongoing dialysis treatment and care

Response of Salford Royal NHS Foundation Trust

Background

Mrs Derbyshire was admitted to WWL on Friday 11th November 2016 and was referred to SRFT renal team on Monday 14th November 2016, the referral was accepted by the renal

registrar and a management plan recommended. She was placed on the waiting list for admission as a category 1 transfer (transfer within 48 Hours). There is evidence of discussions between WWL and SRFT teams on the 17th and 20th November 2016. By the 20th November 2016, when a bed became available, Mrs Derbyshire was sadly too unwell to transfer and a decision was taken to change to a palliative model of care. Although there is evidence of discussions between teams, this should have been more frequent.

At the time of Mrs Derbyshire requiring treatment, the systems in place to provide specialist renal inpatient care to the population of Wigan borough, was via a 24 hour a day 7 day a week telephone advice and referral service.

The current arrangement for patients can be strengthened in two ways;

- Electronic referral pathways
- Replication of a consultant led 'in reach' service.

Electronic Referral Pathways

SRFT are developing an inter-hospital online referral system which aims to standardise advice and guidance as well as providing prompts for specific information. The system will automate the following:

- explicit request to provide date of last organ support with automatic alert to consider options if >72 hours
- clearly assigns responsibilities to SRFT or local trust depending on the individual circumstances

This system will be the primary referral mechanism; however, local Trusts can continue to refer via telephone. All telephone referrals will be inputted into the electronic referral system and advice will be provided, documented and responsibilities assigned via this system. This will enable e-referrers and telephone referrers to receive the same standardised advice and guidance with the appropriate safety prompts. The time scale for implementation is planned for September 2017.

In Reach

Salford Royal NHS Foundation Trust (SRFT) is the lead provider in the north sector of Greater Manchester, covering the following six CCG areas: Salford, Bolton, Wigan, Wrightington & Leigh (WWL), Bury, Rochdale, and Oldham.

An 'in reach' model of care is in place in Pennine Acute (Oldham & Bury) and Royal Bolton Trust. In reach involves a Specialist Consultant attending the local hospital to provide renal advice or management at the local hospital for inpatients. WWL and SRFT have not had such an arrangement in place. However in recent weeks SRFT and WWL have worked collaboratively to address this gap and discussions are in their final stages. Consultants have been recruited and subject to the human resource checks it is expected they will be available to commence an 'in reach' service at WWL from 7th August 2017. This replicates the model of medical care currently provided to Bolton, Bury, Rochdale, and Oldham for patients requiring renal input.

We hope that this response provides assurance to you and Mrs Derbyshire's family that Salford Royal NHS Foundation Trust and Wigan Wrightington and Leigh NHS Foundation Trust have worked hard and continue to focus on ensuring that lessons have been learned and improvements have been or can be made.

Please do not hesitate to contact us if you require any further information in relation to our response.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Sue', written over a light blue horizontal band.A solid black rectangular redaction box covering the name of the signatory.

Chief Officer Salford Care Organisation