

Homerton University Hospital  
Trust offices

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13<sup>th</sup> November 2017

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**Strictly Private & Confidential**

Senior Coroner Hassell  
Inner North London  
St Pancreas Coroner's Court  
By email to Coroner's office: [REDACTED]

Dear Coroner Hassell,

**Re: Inquest touching the death of Bronwyn Williams- Prevention of Future Deaths Report**

Thank you for your email sent on 15<sup>th</sup> September 2017, which contained a Prevention of Future Deaths (PFD) report dated 13<sup>th</sup> September 2017, in which you raised the following concerns;

1. I heard at inquest that the urgent referral from Kindandental to the Homerton was made not by logging on to a portal, or by email, or by fax, but by post. This seems unduly slow, cumbersome and prone to mishap
2. Following Ms Williams' attendance at the dental surgery on 4 May, an appointment with the maxillofacial unit was made for 30 May, then cancelled by the Homerton on 23 May and re-fixed for 19 June. This date is nearly seven weeks post referral.

I have attached the action plan developed in response to the PFD notice. We are one of the most advanced Trusts in London in relation to fully implementing electronic referrals via the e-RS system, known as Choose and Book, for GPs by April 2018. Unfortunately, although the system could in theory accept referrals from dentists, in practice they cannot use the system for reasons discussed in the action plan. We cannot fix these issues locally, and are therefore taking actions to mitigate the risk that necessarily remains.

I do hope that this information and our action plan provides you with assurance that we are addressing these issues. Please do not hesitate to contact me if you require any further information or wish to discuss this matter further.

Yours sincerely,



**Dr Martin Kuper**  
Medical Director  
Homerton University Hospital

Enc: Homerton University Hospital NHS Foundation Trust Action Plan.