



Northern Health
and Social Care Trust

Ms Louise Hunt
HM Senior Coroner, Birmingham & Solihull Areas
The Coroner's court
50 Newton Street
Birmingham B4 6NE

26 March 2018

Dear Ms Hunt

Mr Conall Patrick Gould Inquest held on 26 September 2017, Regulation 28 Report to Prevent Further Deaths

Firstly, please accept my sincere apologies for the delay in this response to you. In relation to the matters of concern raised by you during the Inquest held into Conall's death, I can now inform you of the actions the Trust has made to strengthen systems and processes of care to support patients and their families on discharge from hospital.

The Trust has introduced into the Integrated Care Protocol (the in-patient clinical documentation record of the multi-disciplinary treatment team) a requirement for all patients, when being discharged from hospital, to receive written confirmation of their 7 day follow-up appointment with relevant telephone contact numbers if they require assistance in the immediate days following discharge. This protocol also directs that a relative/concerned other, identified by the patient, will also be provided with this written information when consent to do so has been given by the patient.

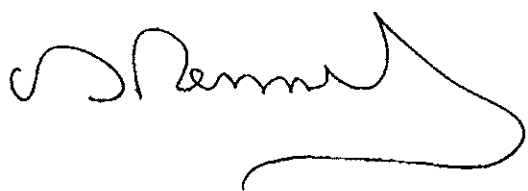
Under the heading 'Discharge Process' on p5, section 3 has been amended in reference to the information given to the patient on discharge and section 4 has been added in reference to the carer and the information that should be shared with them, with the agreement of the patient.

In addition, on page 78, the Discharge Care Plan has been amended significantly to ensure both the patient and, if acceptable to the patient, the carer, are given a copy of the Discharge Care plan, Support plan and list of medication.

The Trust believes this action adds a level of robustness to the existing discharge processes and addresses the concerns raised and I have attached templates of the documentation now provided to all patients.

I would wish to thank you for raising this matter and would also advise it is planned that this protocol will be shared with Trusts across Northern Ireland at a workshop to be held on 6 June 2018.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Oscar Donnelly', with a long, sweeping underline that extends to the right.

Oscar Donnelly
Divisional Director of Mental Health, Learning Disability & Community Well-being

MCM/GEN/LET/ CP GOULD TO AREA CORONER FOR BIRMINGHAM AND SOLIHULL