



**North West  
Boroughs Healthcare**  
NHS Foundation Trust

Chief Executive's Office  
Hollins Park House  
Hollins Park  
Hollins Lane  
Warrington  
WA2 8WA

Our Ref: INQ/17/686  
Your ref: MJL/YD/1470-2017

29 September 2017

M Jennifer Leeming  
HM Senior Coroner  
HM Coroner's Court  
Paderborn House  
Howell Croft North  
Bolton  
BL1 1QY

Tel: 01925 664001  
Fax: 01925 664052

Email: [REDACTED]

Dear Ms Leeming

Re: **Sharon Ann Halliwell (deceased)**

Thank you for your letter of 4 August 2017, received on 8 August 2017, regarding the concerns you raised following the inquest into the death Sharon Ann Halliwell, which was heard on 31 July 2017.

You expressed concern that there was a lack of connectivity between two electronic care systems employed by the Trust, known as RiO and IAPTUS. These systems are used by the clinical teams to record service user records in line with the Trust's record keeping policy. During the inquest you identified that there was a gap between these two systems, meaning that information obtained from a service user during triage by the mental health nurses may not be available to the another nurse when completing a further assessment several days later.

I acknowledge this concern and can now advise you of the actions which have been undertaken in this regard.

- A "theme of the week" communication has been shared across the organisation to ensure that this learning is embedded. These themes are generated from learning identified from incidents, near misses and complaints and are disseminated to all staff each week in the Trust's e-bulletin, which is called In View. To ensure all staff are made aware of the learning identified, the topics highlighted in this way also form part of the agenda at local Team Meetings as part of the Core Brief to all staff. The Assistant Clinical Directors for each of the Boroughs will seek assurance that this has been raised with each of the clinical teams across the organisation as they occur across

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**5 Boroughs Partnership NHS Foundation Trust has changed its name to  
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Trust Headquarters, Hollins Park House, Hollins Lane, Winwick, Warrington, WA2 8WA  
Switchboard: 01925 664000



October 2017. IAPT staff have also received RiO training to enable them to check for key clinical activity.

- The RiO and IAPTUS patient information systems are not integrated and due to their composition it is not possible to wholly integrate them into one electronic care record. However, there is the option of applying a 'flag' system to the record of both RiO and IAPTUS which would alert the clinician that a service user is open to care from another team within the Trust. This function is currently being developed by the Trust's Information Technology team who are aiming to have a solution designed, built, tested and implemented by the end of March 2018.
- In addition to this, the Trust will amend all appropriate Standard Operating Procedures by March 2018 to ensure that where clinicians identify a red flag alert, they contact the relevant clinical team and ensure that they have all the clinical information they require in relation to risk and ongoing treatment plans.
- Finally, as not all of the IAPT team services within the Trust's footprint are provided by North West Boroughs Healthcare NHS Foundation Trust there needs to be an additional mechanism in these areas for clinicians. In this respect, these clinicians will be made aware of the 'theme of the week' learning, and to ask all patients if they are receiving any support for their mental health needs from any other agency. This action will also be added to the Standard Operating Procedures as above and monitored for compliance via the usual monitoring arrangements.

If I can be of any further assistance, or if you require further information, please do not hesitate to contact me.

Yours sincerely



**Mr Simon J Barber**  
Chief Executive

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