



South Central Ambulance Service **NHS**
NHS Foundation Trust

PRIVATE AND CONFIDENTIAL

Mr Thomas Osborne,
HM Senior Coroner for Milton Keynes
HM Coroner's Office
Civic Offices
1 Saxon Gate East Central
Milton Keynes
MK93EJ

Northern House,
7 - 8 Talisman Business Centre,
Talisman Road,
Bicester,
Oxfordshire,
OX26 6HR
Tel: 01869 365 000

Our reference: PFD/NHSP – HI calls

6th September 2017

Dear Mr Osbourne

Thank you for your recent letter regarding the prevention of future deaths (PFD) report issued following the inquest hearing into the sad death of Mr Peter Cotter.

To confirm, your concerns are:

'During the course of the evidence it became apparent that Mrs Cotter had telephoned emergency services on 27th January 2017 and reported that her husband had had a fall, hit his head and hurt his hip.'

'My concern is that the clinical decision support software system did not appear to register that Mr Carter had suffered a head injury. He was receiving anticoagulant drugs and even a minor head injury could have had catastrophic results if the head injury was not recognised and treated. I believe that there should be a review of the triage system to ensure that all head injuries are recognised and treated as emergencies.'

To confirm the advice that you were given at the inquest hearing by [REDACTED] our Legal Services Manager, NHS Pathways is a national clinical decision software service designed and managed by NHS Digital. Accordingly, the Trust is unable to make any changes to the software system and as advised your concerns should be directed to NHS Digital themselves.

Our EOC Clinical Assurance & Training Manager has notified NHS Digital through their reporting portal of your concerns and that the Trust has advised you to redirect the PFD report to them. Their Clinical Lead is Dr Anil Gill and their contact details are detailed below for you:

Call - 0300 303 5678 (9am to 5 pm Monday to Friday excluding bank holidays.)

Email - enquiries@nhsdigital.nhs.uk

Yours sincerely

A handwritten signature in black ink, appearing to read 'Will Hancock', written in a cursive style.

Will Hancock
Chief Executive Officer