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Dr E E Carlyon
Senior Coroner for Cornwall and the Isles of Scilly

By Email only

cornwallcoroner@cornwall.gov.uk

Dear Dr Carlyon

Regulation 28 Report to Prevent Future Deaths – David John Buttriss deceased

I write in response to your Regulation 28 Report following the inquest of David Buttriss. In this letter I will respond to each matter of concern as outlined in your report and detail the action taken and to be taken by the Trust.

- 1. To review the methods of requesting and obtaining relevant information on a patient between health agencies for the purpose of treating a patient in a timely manner e.g. Patient Profile requests from mental health services and mental health input summaries to GPs especially at times of quick deterioration in health/mental health or crisis.*

The Trust has implemented a new assessment service replacing the Single Point of Access to ensure that access to mental health services is consistent and effective. Each locality area now has a designated referral administrator to manage all referrals into Adult Mental Health Services and the administrator requests a copy of the Patient Profile from the patient's GP for every referral received. Since the implementation of the assessment service some GPs now routinely provide the Patient Profile together with the referral.

Once the assessment has taken place and a decision made by the multi-disciplinary team as to the appropriateness for secondary mental health services a letter is sent to the patient and their GP focusing on the formulation and recommendation of the assessment. If the individual is not suitable for secondary services then advice, guidance and signposting is offered.

We are a research active trust, to get involved in a research project, please email cpn-tr.CFTresearch@nhs.net
For information on mental health medication visit choiceandmedication.org/cornwall

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In addition **Beth Ford**, in her new role as Community Mental Health Nurse Consultant, has begun working with a number of local GP practices. This has involved meeting GPs to discuss the new assessment service; the role and remit of Community Mental Health Teams and ways to improve information sharing and raising patients of concern. This is an ongoing piece of work to continue to improve liaison between services.

- 2. To review the possibility of secure health record sharing between mental health agencies, Hospitals, GP's and out of hours health agencies e.g. Out of Hours GP, Home Treatment Team and paramedic and Hospital Emergency Departments*

The Trust already works with other agencies to allow secure health record sharing. Agencies are requested to complete an application form for access to RiO, the Trust's electronic health record system. The application form is a standard form which requires specific information detailing the individual, their role, employing organisation and the legal basis for access as well as confirmation of Information Governance training. The Trust has allowed access to RiO to a number of agencies including Cornwall Council, acute hospitals and GPs.

- 3. To clarify to health professionals (and if possible to patients and public) the roles and responsibilities of each health agency especially outside normal working hours and weekends so that patients are referred to the correct agency and are aware of safety nets in place if their health deteriorates.*

In direct response to your Regulation 28 report the Trust has changed the Trust's internet page. There is now a designated section headed "I need help now" providing mental health crisis information. The internet page is accessible to all members of the public including patients and health professionals and provides information explaining the roles and responsibilities of daytime and out of hours mental health services as well as details of a number of helplines and resources available to support those in crisis. Contact telephone numbers are also provided for the Trust's Home Treatment Teams and Community Mental Health Teams.

In addition new Safety Plans have been developed to be completed and provided to patients containing detailed crisis information for patients and their relatives, friends and carers. The plans confirm the name of team providing the care and the name of their care co-ordinator as well as the best number to contact the team and crisis numbers. The plan encourages carers to share any concerns and participate in the care and also explains that a "Nearest Relative" can speak to an Approved Mental Health Professional about their rights as a nearest relative. The plan is completed with the patient and sets out their warning signs; coping strategies and professionals or agencies to contact in a crisis.

The Trust is reviewing the Out of Hours services and this is likely to result in changes to the Home Treatment Teams within the next 6 months. Once changes have been confirmed the Trust plans to meet with external providers to confirm the changes and clarify the role of the Home Treatment Teams.

- 4. To consider GP's making a routine follow-up after referral or signposting to other agencies to ensure that referral has been followed up and the outcome known.*

From the Trust's perspective the outcome of an assessment with Adult Mental Health Services is confirmed in writing to GPs and on-going liaison work with GPs will also improve communication and information sharing.

In summary action has been taken by the Trust with the introduction of the assessment service; liaison work with GPs; changes to the Trust's internet pages and the introduction of a patient Safety Plan. The Trust already has a mechanism in place to allow access to RiO. The Trust is taking action in reviewing the Trust's Out of Hours services and any changes will be communicated to external providers.

I am truly saddened by the death of Mr Buttriss and I wish to extend my condolences to his family.

Yours sincerely



Phil Confue
Chief Executive