

PRIVATE AND CONFIDENTIAL

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1st March 2018

Dear Dr Carlyon

Re: Regulation 28 related to Mr David Buttriss (deceased)

Thank you for your letter dated 12th January 2018 requesting action relating to your Regulation 28 report, to prevent future deaths.

Your letter was directed to Dr Dean Marshall, Medical Director for Cornwall Health. You are aware, as identified within your report, that Cornwall Health (a subsidiary company of Devon Doctors) no longer provide the out of hours service within Cornwall and that this is now provided by a partnership of Kernow Health CIC, Royal Cornwall Hospital NHS Trust and Vocare, under the name of Cornwall 111 Integrated Urgent Care Service. You sent a copy of the regulation 28 report to Kernow CIC and I too have passed the responsibility to review the actions you have identified for Cornwall to the new provider, having shared these with Dr Dean Marshall who, while no longer Medical Director for Cornwall Health, continues in the role of Medical Director for the new service. As Devon Doctors no longer provide any urgent care within the county of Cornwall we are unable to effect the potential changes you are seeking.

However, as Devon Doctors provide the Integrated Urgent Care Service for the county of Devon the actions from your regulation 28 report have been reviewed by Dr Mark Eggleton, Medical Director.

Dr Eggleton notes that some of your recommendations regarding information sharing are beyond the control of Devon Doctors but he is assured that our clinicians are able to make accurate assessments regarding risk, to the patient and others, and they have appropriate pathways to escalate their concerns to local mental health services. In reality this often means the patient is referred to ED to see the liaison psychiatrist team, since mental health assessments in the home environment are even more difficult to arrange out of hours than they are in hours.

Further, Devon Integrated Urgent Care Service, in conjunction with Devon Partnership Trust, have community mental health practitioners (CMHP) working within our Clinical Assessment

Service, which supports direct access to mental health support for callers to urgent care with mental health issues.

In addition Devon Doctors Group has had involvement with a serious incident, also related to a suicide, and for which the inquest is pending. In part as result of this case, Livewell Southwest has developed a Rapid Reassessment Pathway for individuals with mental health needs who are discharged from secondary to primary care. The pathway has been presented to, and agreed by, the Local Medical Council and provides a safety net whereby if a patient was to relapse, they could re-access psychiatric services in a timely way.

I trust that this response is satisfactory.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'J. Bull', with a long horizontal flourish extending to the right.

[REDACTED]
Head of Governance, Patient Experience and Communications
Devon Doctors Group