



**The Princess Alexandra
Hospital**
NHS Trust

Princess Alexandra Hospital
Hamstel Road
Harlow
Essex
CM20 1QX

Mr Geoffrey Sullivan
HM Senior Coroner
The Old Courthouse
St Albans Road
East Hatfield
AL10 0ES

29th May 2018

Dear Sir

Re Regulation 28 PFD report M Faulkner

Further to your Prevention of Future Death report dated 29th March 2018 please find below Princess Alexandra Hospital NHS Trusts response to your concerns in regard to waiting time of ambulances delivering patients to our Emergency Department.

The Trust are committed to ensuring that delays in offloading patients from ambulances are both minimised and escalated in a timely manner. I can assure you that the Medicine Health Care Group have introduced a number of process to prevent delays, these include

Refurbishment of the Emergency Department- completed in December 2017

The Emergency Department (ED) team have actively worked to reshape and redesign the physical environment and pathways of care for our patients attending the department. The team have maintained a clear focus on improving a number of areas some of which include the following:

- Introduction of the Steaming Process
- Rapid Assessment of patients (RAT)
- Improvements to the ambulance handover

Rapid Assessment of Patients (RAT)

The introduction of the RAT process aims to ensure that patients are seen and assessed within 15 mins regardless of their mode of arrival. The RAT process is consultant led. The development to the RAT process is currently being run as a Plan Do Study Act (PDSA) improvement methodology, the data collected has been used to develop and refine the process. As yet formal audits have not been completed however our staff have designed an audit which they believe will evidence the impact of the process.

Improvements to Ambulance handover

Our staff have a clear understanding that as soon as patients arrive in the ED they are our responsibility. The management of the ambulance arrival process is allocated to a Nurse and Doctor who is responsible for the patients at all times.

Chair: Alan Burn CEO: Lance McCarthy
www.pah.nhs.uk

Whilst every effort is made to ensure that patients receive their initial assessment within 15 minutes, there are at times of peak demand, or when a number of ambulances arrive at the same time, patients who may have to wait in the designated ambulance queue area which is integral to the ED.

There is a clear escalation process which staff will follow should there be an issue with queuing ambulances or a delay in ambulance handover of greater than 30 minutes. Our staff will initiate the ambulance handover escalation process and the priority will be given to the patient who requires the most urgent attention.

In addition between the hours of 07.30 and 02.30 this area is further supported by an allocated Paramedic whose role is to continuously monitor the patients in this area and escalate any concerns.

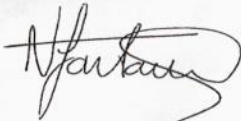
Real time Data

The Trust has implemented real time data, which is visibly available to all Emergency Department staff, allowing timely escalation of issues and redeployment of resources across the Emergency Department.

The Trust continues to work at improving the care provided to our patients and will continue to monitor that the improvements in our processes have made a positive impact and will continue to reduce the waiting times of emergency ambulances delivering patients.

The Trust hopes you are reassured by improvements made at Princess Alexandra Hospital NHS Trust which aim to reduce the risk of any future deaths in relation to delays for emergency ambulances.

Yours faithfully



[Redacted Name]
Deputy Chief Executive and Chief Nurse