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Ymddiriedolaeth GIG
Gwasanaethau Ambiwllans Cymru
Welsh Ambulance Services
NHS Trust

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CHAIR AND CHIEF EXECUTIVE'S OFFICE

Our Ref: JK/5786/DR

21 June 2019

PRIVATE & CONFIDENTIAL

Rachel Knight – Assistant Coroner
South West Central
The Coroner's Office
The Old Court House
Court House Street
Pontypridd
CF37 1JW

Dear Ms Knight

Re: The Inquest in relation to Mrs Marian Prance

I write in response to the Regulation 28 report that you issued to this Trust dated the 15th May 2019 following the sad death of the late Mrs Marian Prance. In the Report you raised your concerns in relation to four matters.

- (1) A paramedic with 40 years' experience was unaware of the dangers of administering Rivaroxaban, a blood-thinning medication to an elderly lady who had suffered a fall and banged her head;
- (2) The training of paramedics in relation to the dangers of bleeds in patients who have fallen and are prescribed Rivaroxaban and other similar new style anti-coagulant drugs;
- (3) The awareness of fast-acting anti-coagulant drugs and the implications of administering them; and
- (4) The awareness by paramedics that in patients with head injuries following a fall, the true extent of the head injury will not be immediately obvious, and extra caution is required.

Cadeirydd/Chair: Martin Woodford
Prif Weithredwr/Chief Executive: Jason Killett
Mae'r Ymddiriedolaeth yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg
The Trust welcomes correspondence in Welsh or English



Whilst the Trust acknowledges that during the Inquest you heard verbal evidence from the paramedic who attended Mrs Prance, I would like to take the opportunity to confirm with you that during 2014 a Clinical Notice number 18 entitled, Novel Oral Anti-coagulant, was published to all clinicians. In that document anti-coagulant therapies including Rivaroxaban were referred to and advice was supplied to staff regarding their use. I attach for your reference a copy of that Clinical Notice.

I attach for your reference an action plan that illustrates the actions the Trust will be taking as a direct result of the Regulation 28 Report received from you, this covers both individual learning for the paramedic who provided evidence at the Inquest, as well as organisational actions to ensure that all of our clinical staff are aware of the effects of these Novel Oral Anti-coagulant drugs.

I would like to extend the offer to meet with you to discuss our response in more detail and to provide you with any further assurances you make require regarding our commitment to continuous improvement.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Jason Killens', written in a cursive style.

Jason Killens
Chief Executive

Enc. Action Plan
Clinical Bulletin