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Building
The Royal London Hospital
80, Newark Street
London
E1 2ES

e mail: [REDACTED]

Report compiled for Her Majesty's Coroners, Walthamstow

Dear Ms Nadia Persuad

13th August 2019

**RE: Mrs Shahida Begum – Report to Prevent Future Deaths – STEIS
210377**

Following receipt of the Regulation 28 Report into the above patient, I am writing on behalf of Barts Health NHS Trust to clarify the actions taken by the trust to prevent future deaths.

We reviewed the report in a meeting held 4th July 2019, with representatives from the Emergency Department, GP Cooperative, Urgent Care Centre, Governance team and CCG.

Action to Address:

"It was considered by myself, (as Coroner), by an independent emergency medicine expert and a senior doctor from Newham University Hospital that a safer system would be for the streamer to have the clinical observation available to them before they see the patient"

We reviewed the initial assessment team functioning, to identify ways to address the above issue. We also aimed to ensure there were no unintended negative consequences from changes to the pathway, such as an overall increase in assessment time, which could have an adverse impact on other patient groups.

Since this incident we have changed our procedures so that the vital sign records are taken and made available to the streamer before the streaming decision is made. We have also provided additional training for streamers and will continue to do this on an ongoing basis to ensure streamers are aware of the importance of abnormal clinical observations when assessing the suitability of patients for assessment in the urgent treatment centre.

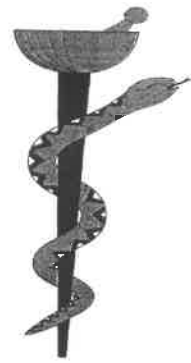
Yours sincerely

Professor Alistair Chesser
Barts Health Chief Medical officer





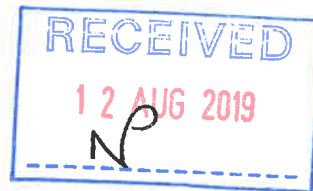
9030/JS



Newham GP Co-operative Ltd

Newham General Hospital
Glen Road, London E13 8SL
Tel. No: 020-7511 4448
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Nadia Persaud
Senior Coroner
Walthamstow Coroners Court
Queens Road
Walthamstow
London
E17 8QP



Your reference NP/sc/9030

08.09.19

Dear Ms Persaud

Re: Mrs Shaida Begum, reply to letter dated 18th June 2019

Thank you for your letter and detailed report. I am writing in my capacity as Medical Director of the Newham GP Co Operative. Newham GP Co Operative provides out of hours medical services for GP Practices throughout Newham. It also provides Extended Hours GP services (booked GP appointments) at 4 HUB practices based in different locations throughout Newham (GP surgeries). The GP Co Op also holds a sub-contract from the Barts Health NHS Trust to provide streaming services within the Urgent Care Centre at Newham University Hospital.

Following the sad death of Mrs Shahida Begum on 10th July 2018, I worked with the Emergency compartment consultant [REDACTED] to draw up a concise internal incident investigation report. I enclose a copy of this as it makes a number of recommendations. Those relating to the GP Co Operative are as follows:

I have met the GP's involved with the care of Mrs Shahida Begum: [REDACTED]
[REDACTED] I have discussed their involvement with her care and the diagnoses of Sepsis and the ability to recognise early signs of Sepsis.

I have undertaken an audit of consultations for [REDACTED]
and [REDACTED] have referred themselves to the General Medical Council for a review of their involvement in this case.

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All reception and clinical staff at Newham GP Co Operative are required to do annual Sepsis training (since Aug 2018)

All patients discharged home with an infective illness from Newham GP Co-operative are given the Sepsis Trust Patient Information Leaflet (copy attached)

Each consulting room in Newham GP Co-Operative has a laminated copy of the Sepsis Trust Triage Tool

An audit was undertaken for 20 streamed patients to review appropriate Sepsis screening and guidelines were being followed.

I enclose a copy of the concise internal incident investigation report and the Sepsis Trust Leaflet with advice for Patients being discharged home, with an infective illness.

Following receipt of your letter meeting took place on 4th July with [REDACTED] the consultant in emergency medicine in Newham University Hospital, medical directors of Newham GP Co- Operative [REDACTED] [REDACTED] the CCG officer for Urgent Care. A number of suggestions were made to improve the safety of the screening process as recommended in your letter:

1. The software and computer screens in the Urgent Care Centre and the Streaming room to be adjusted so that clinical observations and vital signs are more easily seen and the Sepsis scores (NEWS (adults) PEWS(children) to be clearly visible on the screen .
2. Where a patient is streamed for a GP consultation the score to be cut and pasted from the hospital system (EPR – electronic patient record) to the GP system (EMIS or Adastra).
3. The EPR hospital system to be adjusted so that NEWS and PEWS are automatically calculated by the computer once relevant clinical observations have been added.
4. On any occasions where the patient is streamed by the GP before all clinical observations have been entered on the EPR system by the health care assistant the GP Streamer will review the streaming decision once the data is added.
5. All staff including GP streamers, healthcare Assistants and GP's working within the Newham GP Co-Operative are alerted to a fact



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that any NEWS score above 2 will require further investigation and monitoring.

I attended the serious incident meeting at Newham hospital on 9th July 2019 with [REDACTED] (Emergency Primary Care Consultant) to discuss the changes recommended at the meeting with [REDACTED] on 4th July 2019.

Newham GP Co Operative is committed to working closely with our colleagues in the Emergency and Urgent Care Centres at Newham University Hospital. We have good working relationships with the staff and clinicians in both units. The Newham GP Co Operative greatly appreciates the advice and guidance, (and Education) provided by the consultants in the Emergency department at Newham University Hospital

I hope the actions that have been taken both individually by the Newham GP Co-Operative and working with Barts NHS Health Trust reflect how seriously we have taken the death of Mrs Shahida Begum.

We are committed to learn from the event and the recommendations in your letter dated 18th June 2019 and the attached report.

On behalf of The Newham GP Co Operative I would be very happy to receive any further instructions or advice

Yours Sincerely

[REDACTED]
MBBS

Medical Director Newham GP Co Operative

Email [REDACTED]

