

Mr Andrew Walker
North London Coroners Court
29 Wood Street
Barnet
EN5 4BE

2nd August 2019

Dear Mr Walker

Ref: Regulation 28 Report, Investigation and Inquest 28th November 2018, Priscilla Tropp

In relation to the points that were raised in respect of the above case and specifically the steps that we, as the station facility operator, are taking to improve the way in which we manage this type of incident in the future, I can confirm that the following steps have been or are planned to be implemented.

We have listened to the concerns raised by the family at the inquest and we have factored in the learning from this incident into our risk controls and any mitigation, ensuring that all relevant influencing factors are included, so far as is reasonably practicable.

Since the inquest, we have developed some guidance for managers and staff when dealing with ill or injured persons on stations. This guidance is designed as a straightforward aide-mémoire to supplement the existing training and will complement our recent training programme for dealing with people ill on trains. Operating stations of varied design with different risk factors, means each location is subject to its own risk assessment, with its own mitigations and access to certain equipment. These differences are identified to staff on their local induction.

The following list shows the actions taken by GTR:

- A new Staff Aide-Mémoire “Caring for our Customers” has been produced and was issued on Monday 29th July to all station managers and staff as part of a briefing process to provide greater understanding and support to frontline teams when dealing with incidents at station. The guidance will provide a prompt to consider the broad range of factors when dealing with accidents and emerging situations on stations. – Planned completion of staff briefings by 31st August 2019.
- Local Incident Response Plans (LIRP) to be updated to include the requirements of the Staff Aide-Mémoire “Caring for our Customers” and the PAPI acronym to provide a consistent approach to incident management – Planned completion of revised and updated LIRPs by 31st August 2019.

Govia Thameslink Railway

Monument Place, 24 Monument Street, London, EC3R 8AJ

Registered in England under number: 7934306. Registered office: 3rd Floor, 41-51 Grey Street, Newcastle upon Tyne, NE1 6EE



- Equipment order, including new privacy screens, for key locations across the Thameslink and Great Northern routes and planned delivery dates as per programme – Equipment Delivery Plan enclosed.

The tragic death of Mrs Tropp following the incident has necessitated that we review our practices to improve the way in which we deal with similar incidents in the future. As an organisation we take the safety and care of our passengers seriously, and I believe that the above steps will help further improve the way in which we provide support to those persons who may suffer an injury while at our locations.

Yours sincerely

[Redacted]
Head of Customer Service Thameslink / Great Northern

Enc. Staff Aide-Mémoire, Mill Hill Broadway LIRP, Equipment Delivery Plan

Govia Thameslink Railway

Monument Place, 24 Monument Street, London, EC3R 8AJ

Registered in England under number: 7934306. Registered office: 3rd Floor, 41-51 Grey Street, Newcastle upon Tyne, NE1 6EE