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20 December 2019

Dear Mr Landau

Re: Regulation 28: Prevention of Future Deaths: Francesca Sio, dec.

Bromley Clinical Commissioning Group (BCCG) is in receipt of a Regulation 28, Prevention of Future Deaths report which you issued under paragraph 7, Schedule 5 of the Coroners and Justice Act 2009 and Regulations 28 and 29 of the Coroners (Investigations) Regulations 2013, issued as a result of unchallenged evidence provided during the Inquest of Francesca Sio in relation to deterioration of children whilst waiting to be seen.

It is with great sadness that Francesca's illness progressed so rapidly resulting in her death and my condolences are with the family at this very sad and difficult time as they adjust to life without her.

Greenbrook Healthcare is an established urgent care provider managing 11 urgent care centres across London and has been commissioned by BCCG to provide community and primary care facilities to the local population against a contractual service specification which meets with NHS England requirements. In line with NHS England guidance, the urgent care centre is led by a general practitioner and in this case, is co-located within the Emergency Department (ED) at the Princess Royal University Hospital (PRUH). The types of patients that present to an urgent care centre are not in need of 'emergency' treatment but are those who that can be seen and treated by a general practitioner. All patients presenting to the PRUH ED are triaged and signposted to the service most relevant to their presenting complaint. The urgent care centre has a dedicated waiting area for children that is supervised by nursing staff who whilst are not paediatric specific staff members, do have appropriate training in the care and management of children.

BCCG seeks assurance of compliance against the contractual commitments via regular formal contractual meetings with Greenbrook where performance reports, contractual reviews, key performance indicators are presented and scrutinised. Bromley CCG also reviews all serious incident reports and monitors the implementation of action plans at contract meetings with Greenbrook Healthcare.

In addition, to local monitoring of performance against their contractual commitments, the service was inspected by the Care Quality Commission (CQC) to ensure compliance against their Key Lines of Enquiry (KLoEs) which consist of five domains; Safe, Effective, Caring, Responsive and Well-Led. Greenbrook Healthcare was last inspected by the CQC on 13 December 2017. Each of the domains was rated as 'Good'. The findings of the CQC provide another level of assurance to the CCG.

Bromley CCG has contracts in place for the provision of two Urgent Care Centres (UCCs) providing treatment for Bromley residents with minor injury & illness at Beckenham Beacon Hospital and the Princess Royal University Hospital (PRUH) both of which expire on 31st August 2020.

The CCG is in the process of reviewing the options for re-procuring services at both sites from 1st September 2020 in line with the mandate from NHS England. As part of the re-procurement, the CCG will ensure that it gives due consideration to the concerns you have raised by the prevention of future deaths and welcome the opportunity to improve services in Bromley.

Yours sincerely



Dr Angela Bhan
Managing Director

NHS Bromley Clinical Commissioning Group

A member of the NHS South East London Commissioning Alliance
(Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark CCGs)