

Jaqueline Devonish
Assistant Coroner
Constabulary Block
Angel Square, Angel Street
Northampton
NN1 1ED

8 November 2019

Dear Ms Devonish

Ref: Blaithin Grianne Buckley deceased

Further to the Regulation 28 notice received by St Andrew's Healthcare dated 15 September 2018, I am providing a response to the matter of concern which was the delay in calling for an ambulance to transfer Ms Buckley to the General Hospital. While the evidence provided to the Court indicated that an earlier arrival at the General Hospital would not have altered the outcome in this instance, St Andrew's recognises that there is a need for greater clarity around the recognition of a medical emergency and how and when an ambulance is called. To that end the Charity has taken the following steps:

- 1) The Charity uses the National Early Warning System (NEWS) recording system to aid the recognition of the deteriorating patient. A 'red -top alert' - ie a Charity wide alerting notice - has been sent out concerning the use of the National Early Warning System (NEWS) chart. This alert has been further discussed at governance meetings at different levels to increase awareness and to confirm the ongoing and correct use of the chart. - Action completed on 10 September 2019.
- 2) NEWS training is mandatory for all staff as an e-learning module and the training has been refreshed and continues to be rolled out as part of the Immediate Life Support training for all registered nursing staff.
- 3) The policy concerning the management of a deteriorating patient is being reviewed and refreshed to provide clarity on the actions to be taken in the event of a patient experiencing deteriorating physical health and requiring medical intervention. This is due for implementation on or before 1 January 2020.
- 4) One specific and significant change in the procedure that has already been implemented is that when a medical emergency is called, an ambulance is also called rather than leaving it to the discretion of the nursing team as was previously the case. This will enable a faster response to medical emergencies. Action completed on 7 November 2019
- 5) Responses to medical emergencies including ambulance attendances will be monitored in the relevant governance meeting chaired by the Director of Physical Healthcare (the monthly physical healthcare group) with necessary escalation where problems or challenges are found.
- 6) These changes have been shared with NHSE specialist commissioning (the lead commissioner for St Andrew's) and will continue to be monitored in the regular bi-monthly NHSE St Andrew's Quality meetings.



Executive Directorate



Please do contact me if you require any further clarification or information about this matter and the actions we are taking to address this issue.

Yours sincerely



**Executive Medical Director
St Andrew's Healthcare**