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Our ref: OW/NJ/AH/2371

Your ref: MTB/AP/750-14

4 May 2016

Ms M Burke
HM Assistant Coroner
City Courts
The Tyrls
Bradford
West Yorkshire
BD1 1LA

Dear Ms Burke

Re: Regulation 28 – Ruth Hilda Smith

Thank you for your letter dated 23 March 2016.

I have made enquiries with our clinical team and can respectfully clarify in the order raised:

1. **“Nerve Centre”** – Nerve Centre is the use of mobile electronic observations and hospital at night software to improve patient safety and staff communication anywhere within our hospitals 24 hours a day, 7 days a week. All patient observations are recorded on an IPAD. The use of mobile technology also allows doctors and nurses to have all the tools and information at hand to be able to respond rapidly and effectively to deteriorating patients.

If a patient’s National Early Warning Score (NEWS) goes above 3 it immediately triggers an escalation to the nurse in charge for action. They then deal with the escalation or request help from the medical team. The parameters for acceptable observations are pre-set by Medical staff.

“Nerve Centre Trigger” If the NEWS score is higher then the IPAD immediately triggers directly to Critical Care Outreach and Medical staff for action. Thus the raised NEWS score can be determined as a nerve centre trigger.

“Nerve Centre Data” The data for every patient for every observation is stored on a central database. This information can be accessed by the ward manager to look at trends. For instance timely responses to elevated NEWS scores.

2. Daily Safety Huddles

Safety huddles are a key part of the safety culture on wards which are used to help reduce patient harm and improve patient care. The safety huddles are daily focussed frontline team discussions of specific patients led by clinicians. Use of safety huddles are encouraged by the Improvement Academy as evidence shows that teams using huddles as part of their ward routine have reduced harm in their area.

After the Doctor's ward round in a morning all ward staff meet up to discuss changes to patients. Her care is planned with an emphasis on prioritising care for the acutely ill patients. This is termed a safety huddle. These can also happen at other times throughout the day if deemed necessary by the nurse in charge.

The safety huddles are in addition to routine nursing handover which is still given at the start of each shift to the nurses coming on duty.

I hope that they provide the clarification required.

Yours sincerely

A handwritten signature in black ink, appearing to be 'A. [unclear]', written over a black rectangular redaction box.

Acting Director of Nursing