

Trust Executive Office
Ground Floor
Pathology and Pharmacy Building
The Royal London Hospital
80 Newark Street
London E1 2ES

08 June 2021

PRIVATE & CONFIDENTIAL

Ms Nadia Persaud
HM Senior Coroner



www.bartshealth.nhs.uk

Dear Ms Persaud

RE: Regulation 28: Report to Prevent Future Deaths

I write in response to the recent Regulation 28: Report to Prevent Future Deaths notice regarding the care of Paul Sartori. Please accept this as the final joint response from NELFT and Barts Health.

Paul Sartori attended Whipps Cross Hospital by ambulance on 24th October 2019 with chest pain and was directed to the Urgent Care Centre by an Emergency Department nurse and then by a streamer. He was assessed by a GP and discharged with a diagnosis of costochondritis. He collapsed at home from an aortic dissection on 27th October 2019 and could not be resuscitated.

The matters of concern raised in the Regulation 28 notice were:

1. The Inquest heard evidence that the streaming guidance in place for Barts Health A & E staff and NELFT staff had not been updated to take into account the learning from the death of Mr Sartori and to take into account the guidance from the THINK AORTA Campaign (launched in 2016).
2. The nurse making the decision to re-direct Mr Sartori from A&E did not record a full set of observations, to include a pain score, prior to diverting Mr Sartori from the A & E department. The nurse did not document her decision making process and rationale for redirecting Mr Sartori from A&E.
3. A junior sister who provided evidence at the Inquest was not aware of the THINK AORTA campaign. The Inquest heard that the senior leadership team had recently agreed to embed the THINK AORTA learning into practice at all levels within the emergency department. This learning had not been embedded at the time of the Inquest hearing.

Both NELFT and Barts Health are deeply sorry that the diagnosis of aortic dissection was not adequately considered when Mr Sartori sought our care. We have approached this matter with great seriousness and a mutual determination to learn and improve both our individual processes and the way we work together.

Regarding the first matter of concern



NELFT and Barts Health have worked closely to review the current streaming guidance and incorporate the learning from the 'THINK AORTA' campaign. The guidance was reviewed on 18th May 2021 by Clinical and Operational leads in NELFT and Barts Health. It has now been submitted to the joint governance and operational group for consideration and sign off at the next session on 8th June 2021.

Regarding the second matter of concern

Whipps Cross will ensure that the pre-arrival documentation made on CRS when ambulances arrive includes documentation supporting any decision to divert the patient to the Urgent Care Centre. This will include vital signs observations and pain score and will be implemented by 15th June. A process to do this at other Barts Health Emergency Departments is already in place.

NELFT staff are aware and have been instructed that they are to document the rationale for transfer of care from the Urgent Care Centre to the Emergency Department on the patient electronic system. Urgent Care staff will also ensure that all observations are rechecked on arrival to the Urgent Care Centre and documented in the patient's record. This will be randomly manually audited.

Regarding the third matter of concern

As previously described in their letter to you dated 10th May 2021, NELFT have completed and disseminated a dedicated team learning pack on aortic aneurysm dissection, and this will be reinforced at monthly clinician team meetings for NELFT urgent care practitioners.

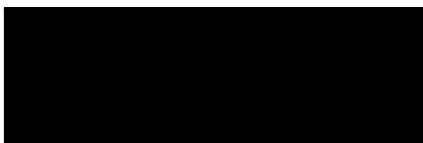
All Barts Health Emergency Departments now display "THINK AORTA" posters in prominent positions and incorporate the "THINK AORTA" campaign as a recurring topic of education in departmental multidisciplinary teaching.

A learning piece describing the clinical characteristics of aortic dissection seen in our local population will be shared in departmental teaching during June and this will be refreshed and shared iteratively alongside the scheduled "THINK AORTA" teaching.

The Barts Health Heart Attack Centre feedback template has been updated to prompt exclusion of aortic dissection as a cause of non-cardiac chest pain.

Thank you for communicating your concerns to us - we believe that our services are safer as a result of the action we have taken to address them.

Yours sincerely,



**Chief Medical Officer
Barts Health NHS Trust**

CC:

