

8<sup>th</sup> December 2020

**Private and Confidential**

Lincoln Brookes  
Area Coroner  
Coroner's Office  
Seax House  
Victoria Road South  
Chelmsford  
CM1 1QH

**Patient Safety Incident Management Team**

The Lodge  
Lodge Approach  
Wickford  
Essex  
SS11 7XX

Tel: [REDACTED]

Chair: [REDACTED]  
Chief Executive: [REDACTED]

Dear Mr Brookes,

I am writing to set out the Trust's formal response to the report made under paragraph 7, Schedule 5, of the Coroners and Justice Act 2009 and regulations 28 and 29 of the Coroners (Investigations) Regulations 2013, dated 15<sup>th</sup> October 2020, which was issued following the inquest into the death of Mr Thomas King.

I would like to begin by extending my deepest condolences to the family of Mr King. This has been an extremely difficult time for them and I hope that my response provides the family, and you, with assurance that the Trust takes their loss seriously and has taken action to address the issue of concern raised in your report.

In response to the matter of concern regarding the potential for the wellbeing and lives of other individuals to be jeopardised where important information and/or crises are known to and recorded by the Health and Justice Team but are unknown to all other relevant teams as they do not have access to the same casenote recording systems. I can confirm that the Health and Justice Service use a recording system called Exelicare which was procured by NHS England. We are contracted by NHS England to provide this service and as part of the contract we are required to use this system to record patient information.

The Trust has been working on its strategy to ensure that patient data is accessible by clinicians no matter what system the data is collected on. To ensure this type of incident does not happen again, the Trust has implemented an interoperable application called Tiani Health Information Exchange (HIE) which ensures that a central data repository can be accessed by clinicians to view patient data from across systems. The HIE holds data for patients accessing EPUT services and will also be the tool used to share information across organisations as part of the shared care record for the three STP's across Essex. All clinical staff in the Trust now have access to the HIE.

I hope that I have provided you with robust assurance that the Trust has taken steps to address the issues of concern in your report, that we are continuing to take action to strengthen the care provided to our patients, and that patient safety is the Trust's top priority.

Yours sincerely,

[REDACTED]  
Chief Executive