
From: Holt Susie (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST)

Sent: 05 July 2016 21:56

To: Jayaram Ravi (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST); Brearey Stephen (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST); Gibbs John (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST); **Doctor V** (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST); **Doctor ZA** (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST); Saladi Murthy (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST); Powell Eirian Lloyd (COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST)

Subject: Re: Update re comms lines and position

Dear all,

A few thoughts from me...

I agree with R, where is the evidence to support/refute whether death rate is in keeping with expected variance? I feel uncomfortable making this statement.

What will be said to families who have experienced an infant death if they contact one of us/the unit/the Countess? Do we need to inform them by letter separately? Where will we signpost them to as this will inevitably impact on their grief. Depending on how you interpret duty of candour, I believe the trust are obligated to inform the families (see guidance pasted below). If I had experienced a neonatal death in the last year I would be straight on the phone to find out if my baby's death was included in the review.

The Comms document is worryingly very inaccurate in section 'Definitions around different levels of neonatal care'. We will *not* be providing 'level 2'/local neonatal unit service. My understanding is that we will transfer out any baby requiring ventilation once they have been stabilised. We are not a level 3 unit anyway.

Is it possible to do freedom of information request on number of deaths?? If so, we should be honest and open if asked as it is only a matter of time before somebody makes that request (a journalist!)

Health & Social care act:

Regulation 20: Duty of candour

20.— (1) Registered persons must act in an open and transparent way with relevant persons in relation to care and treatment provided to service users in carrying on a regulated activity.

(2) As soon as reasonably practicable after becoming aware that a notifiable safety incident has occurred a registered person must— (a) notify the relevant person that the incident has occurred in accordance with paragraph (3), and

(b) provide reasonable support to the relevant person in relation to the incident, including when giving such notification.

(3) The notification to be given under paragraph (2)(a) must—

(a) be given in person by one or more representatives of the registered person,

(b) provide an account, which to the best of the registered person's knowledge is true, of all the facts the registered person knows about the incident as at the date of the notification,

(c) advise the relevant person what further enquiries into the incident the registered person believes are appropriate, (d) include an apology, and

(e) be recorded in a written record which is kept securely by the registered person.

Sorry, awful email to have to write but our families deserve appropriate information.