

University Hospitals Bristol NHS Foundation Trust's response to the independent Verita report, commissioned by the Trust to investigate the management response to events following the death of a baby, Ben Condon, who unexpectedly died in our paediatric intensive care unit in April 2015.

It is clear from Verita's report, which we fully accept, that we missed too many opportunities to proactively engage with Ben's parents, to answer their questions fully and to really get a grip of their complaint. We have apologised unreservedly to the Condon family for our failings as an organisation in this respect and for the added distress we caused them at an already difficult time.

We have already made improvements in the way we communicate with and support families who may have to deal with the sad circumstances of the unexpected death of their child. An expanded bereavement and family support team is now in place, specifically to help families when their child dies unexpectedly. We have completely reviewed our child death review procedures, and have also established a working group to write some guidance for families following the death of a child at our hospital to ensure all families know what support is available.

The Verita report has many learning points for us as an organisation. As a Board we will be going through the report very carefully to build on the actions we have already taken and to develop a comprehensive action plan to address all the issues raised. We will also oversee its rapid implementation.

Once this action plan has been developed we will publish it on our website as a means to describe our full response as a Trust to this series of events.

17 June 2016