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Cardiff and Vale
University Health Board

Coroner's Inquests

A guide for NHS staff

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Who is the coroner?

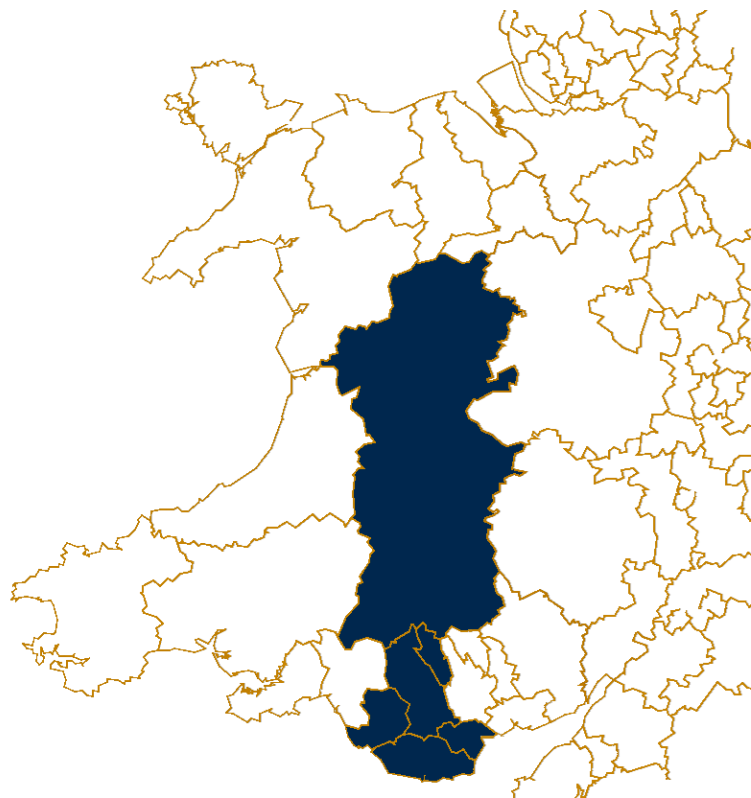
The coroner is a member of the judiciary (similar to a judge) who is appointed to investigate certain deaths. The majority of coroner's have a legal background, although a small number are doctors.

Coroners are appointed by Local Authorities, although like all judges they are independent. The rules that the coroner must follow are set out in law.

Each coroner is responsible for a geographical area. Densely populated areas may also have additional assistant coroners.

When a person dies, the responsibility to hold an inquest (if required) sits with the coroner(s) for the area where the person died, not where the person is normally resident. On rare occasions, coroners may agree to transfer an inquest between areas.

Cardiff and Vale UHB sits within the South Wales Central coroner's area



What does a coroner do?

Coroners investigate certain types of deaths, including:

- Where the cause of a person's death is unknown
- Where a person dies in state detention
- Where the identity of the deceased is unknown
- Where the cause of death is unnatural, such as deaths due to:
 - Poisoning or exposure to a toxic substance
 - The use of a medicinal product, controlled drug or psychoactive substance
 - Violence, trauma or injury
 - Self-harm
 - Neglect or self-neglect
 - A treatment or procedure of a medical nature
 - A disease attributable to any employment within the deceased's lifetime

Full guidance on reporting of deaths to the coroner can be found on the [Chief Coroner's website](#)

What happens after a death is referred?

The coroner will consider the information given when the death was referred and decide what action to take. This could include:

- Ordering a post mortem examination. The coroner has the legal power to require a post mortem, even if this is against the family's wishes.
- Obtaining further evidence, such as statements from staff or copies of medical records.

Depending on the post mortem report and/or any additional evidence, the coroner will decide whether to continue with an inquest. In certain circumstances, the coroner must legally hold a full inquest.

Examples:

1. A person is found deceased at their home by a district nurse. The death is referred to the coroner as the cause of death is unknown. The coroner orders a post mortem examination and statements from the district nurse and paramedic who attended. The post mortem shows that the person had a spontaneous catastrophic brain bleed. The coroner records the death as due to natural causes and the coroner's investigation is closed.
2. A person unexpectedly dies at home and the coroner orders a post mortem. The results shows high levels of drugs in the person's blood. The death is not clearly due to natural causes so a full inquest is required.

Normally, once the post mortem examination has been completed, the coroner will authorise the release of the body for cremation or burial. Although rarely used, the coroner does also have the power to order a body to be exhumed.

More details about the process can be found on the Chief Coroner's website.

Statements for the Coroner

The coroner can require a statement to be provided by any person he/she feels may have information relevant to the investigation. If a person does not provide a statement when requested by the coroner without good reason, they could be issued with a fine of up to £1000.

The coroner may write directly to a person instructing them to give a statement, or they may ask the police or the health board to collect statements from staff. The coroner will normally give a deadline for the statement to be returned.

Statements form part of the evidence and could be read out in court and potentially quoted in the media. Statements are also likely to be shared with the deceased person's family as part of the inquest process.

Cardiff and Vale UHB has statement writing guidance which is available on the [Patient Safety & Quality intranet page](#).

Statements for internal investigations:

It is important to be aware that statements given for any other purpose are potentially disclosable to the Coroner. For example, a statement given as part of a root cause analysis investigation could be required as evidence by the coroner. If you are writing a statement for any purpose regarding a person's death, you should bear in mind that it could be used as part of the inquest process.



Writing a statement—key points

Write in the 1st person

- ✓ “I introduced myself to the patient and explained that I needed to check her heart rate”
- ✗ “Procedure explained”

Explain medical terminology and what results mean

- ✓ “I measured the patient’s oxygen saturation (the amount of oxygen in the blood) and the reading was 98%, which is within normal limits”
- ✗ “Sats were ok” or “O₂ 98%”

Use names and roles for staff where known

- ✓ “At 14:35 I contacted the medical registrar, Dr Jon Doe, to inform him that the blood results were back from the lab”
- ✗ “I told the reg that the results were back”

If you can’t remember something, explain this in the statement

- ✓ “I don’t remember this specific patient as I see around 40 patients each day, but my normal practice is to check the patient’s previous medical history before the examination”

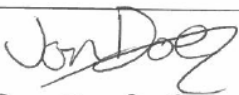
It is a good idea to ask a colleague who isn’t involved in the case to read through your statement to make sure it is understandable and to check for spelling/grammar errors. You may also choose to ask your medical defence organisation or trade union’s legal team to review your statement before it is submitted.

Writing a statement—key points


At the end of your statement you must include the following declaration:

“I believe that the facts stated in this witness statement are true. I understand that proceedings for contempt of court may be brought against anyone who makes, or causes to be made, a false statement in a document verified by a statement of truth without an honest belief in its truth.”

You must also sign and date your witness statement, either by hand or with an electronic copy of your signature. Typing your signature is not sufficient.

Signature:	
Full name:	DR Jon Doe
Date of signing:	1/1/2020

✓ Hand signed and scanned

Signature:	
Full name:	Dr Jon Doe
Date of signing:	1/1/2020

✓ Electronic signature

Signature:	Dr Jon Doe
Full name:	Dr Jon Doe
Date of signing:	1/1/2020

✗ Typed signature

It is important that your statement contains as much detail as possible as this reduces the likelihood that the coroner will need to call you to give evidence in person.

By signing your statement, you are confirming that it is true to the best of your knowledge. If you knowingly make a false statement, you could be liable to prosecution and potentially imprisonment.

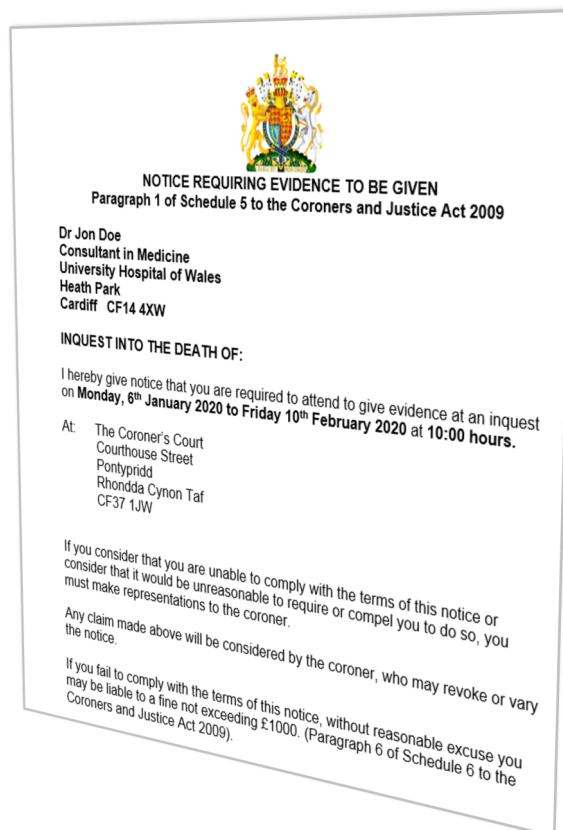
Being called to give evidence at inquest

If you have been asked to give a statement by the coroner, or if you have been involved in the care of a patient whose death is being investigated by the coroner you may be called to give evidence at inquest.

If you are called to give evidence in person, it does not mean that you have done anything wrong. The coroner alone decides who he/she needs to hear evidence from in person at the inquest.

If you are called to give evidence at inquest you should receive a summons letter either in the post or more commonly, via email. You must complete and return the reply slip to the coroner's office as soon as possible. There is no minimum notice that the coroner has to give to summon you to give evidence, however most witnesses are notified at least a few weeks ahead of the inquest.

The summons letter will explain when and where the inquest will take place, and for how long you must be available. Some inquests may only last a few hours other more complex inquests may last a week or longer.



Remote hearings due to Covid-19

Due to current Covid-19 guidance, many inquests are being held remotely. For more information, please see page 28 of this guide.

Being called to give evidence at inquest

The coroner has the legal power to require you to give evidence at an inquest. If you are summoned and you do not attend without good reason, you may be subject to a fine of up to £1000. The coroner also has the power to instruct police to find and bring a witness to court if necessary.

If you receive a summons, you **must** make yourself available to attend court for the day/days set out in the letter. If there is a very good reason why you cannot attend, you should immediately inform the coroner's office. The coroner may consider receiving your evidence in another way, such as via video link, or rearranging the inquest. Ultimately, the coroner has the legal power to compel you to attend.

If you receive a witness summons, you should let your line manager know as soon as possible so they can provide you with support and ensure that you are released from your normal duties to attend court.

Order of witnesses

In multi-day inquests, the coroner may issue a provisional running order which sets out on what days he/she expects to hear from each witness. This is subject to change as the inquest progresses and you may be told to attend earlier or later than indicated in the running order. You must be available to attend on any of the days indicated in your summons letter.

For example, you may receive a summons letter for a 5 day inquest but be told that you are provisionally required on day 3. You should plan to attend court on day 3, but you may be told to attend on day 2 if the inquest is progressing more quickly than expected.

Preparing to give evidence at inquest

Giving evidence at coroner's court can be a daunting prospect, but there are some simple steps to help with your preparations.

Make sure you read through your statement again ahead of the inquest so you are familiar with the content. Sometimes cases can take months or even years to come to inquest, so it may have been a long time since you wrote your statement. Make sure you have a copy of your statement to have with you while giving evidence.

If there has been an internal investigation, make sure you have read this and are aware of any actions taken within your area as a result.

If the Health Board is being legally represented at the inquest, the solicitor or barrister will normally arrange to speak with you in the week or two before the inquest.

You should be given access to a copy of the medical records to refer to while you are giving evidence. The coroner will not expect you to have memorised every detail of blood tests or observations, but you should ensure that you are familiar with your involvement with the patient.

What to wear

If you have been called to give evidence at an inquest, it is suggested that you wear 'interview style' clothes in sombre colours. You should make sure that your clothing is comfortable. You do not need to wear your uniform.

The inquest process

During an inquest, the Coroner will receive evidence either in the form of written statements or in person from witnesses. The coroner will normally try to follow a chronological order with the evidence, although this can vary.

All coroners inquests must be held in public, with only very rare exceptions in the interests of national security.

Some inquests are held with a jury. Jury inquests are explained in more detail later in this guide.

Once all of the evidence has been heard and considered, the coroner (or jury) will give their conclusion (previously called the 'verdict').

Pre inquest review

Ahead of some inquests, the coroner may decide to hold a meeting known as a 'pre inquest review' (PIR). This involves the properly interested persons and their legal representatives. The witnesses are not required to attend the PIR.

The aim of the PIR is to ensure that all of the required written evidence has been received and to make arrangements for the inquest. The coroner may consider points of law relevant to the case.

Sometimes the coroner will decide at the PIR that further statements or other evidence is required before the inquest.

On some very complex cases, there may be more than one PIR.

Legal representation and interested persons

In a Coroner's inquest, there is no prosecution or defence as you would see in a criminal trial and nobody wins or loses as you would see in a civil trial. The inquest will involve a number of people/organisations that are known as 'properly interested persons'. The coroner will decide ahead of the inquest who is a properly interested person.

Examples of properly interested persons include:

- The deceased's next of kin
- The Health Board, if the deceased was in hospital or received treatment around the time of the death
- The Ministry of Justice, if the death occurred in prison

Each of the properly interested persons can choose to instruct legal representation at the inquest if they wish. This could be a solicitor and/or a barrister (sometimes referred to as 'counsel').

The Health Board does not have legal representation for every inquest and this is decided on a case by case basis. Factors involved in the decision include:

- The number of Health Board witnesses who are called to give evidence
- Whether the deceased's family are being legally represented
- The findings of any internal investigation
- Whether the inquest is being held with a jury
- The likelihood of issues of law arising during the inquest

The Health Board does not have its own solicitors. Legal representation is provided by NHS Wales Shared Services Partnership if required.

Legal representation and interested persons

If you are called to give evidence at an inquest, you may choose to have your own legal representation through a medical defence organisation or a trade union. If you wish to do this, it is encouraged that you contact the relevant organisation as early as possible in the process to give them time to prepare.

In most circumstances, staff can come under the Health Board's legal representation. In very rare situations, there could be a legal conflict between an individual staff member and the Health Board that means they cannot be represented by the solicitor/barrister for the Health Board. This would only occur in circumstances such as a serious breach of policy, a criminal act or a conflict regarding key facts. The staff member would be advised to arrange their own legal representation for the inquest.

Inquests held with a jury

The majority of inquests are heard by a coroner sitting alone. Some inquests must be held with a jury by law, such as:

- Unnatural or violent deaths in state detention, such as persons in prison or in a police cell
- Deaths due to a notifiable disease
- Deaths that resulted from the act or omission of a police officer
- Deaths of persons detained under the Mental Health Act

Where an inquest is held with a jury, it is the jury that decide on the conclusion under direction from the coroner. The jury may put questions to witnesses via the coroner. Other than on these two points, there is little difference between inquests held with or without a jury.



Giving evidence

When it is your turn to give evidence, the coroner will call you to the witness box. The coroner's officer will ask you whether you want to take an oath or affirmation, if they have not already checked beforehand. The officer will hand you the relevant holy text if applicable and ask you to read the oath or affirmation from a card.

Affirmation

"I do solemnly, sincerely and truly declare that the evidence I shall give shall be the truth, the whole truth and nothing but the truth"

Oath (using a bible)

"I swear by Almighty God that the evidence I shall give shall be the truth, the whole truth and nothing but the truth"

In other religions, the words 'Almighty God' are substituted as appropriate.

Once the oath or affirmation has been given, the coroner will invite you to sit down. In the witness box will be folders which contain copies of any relevant documents. It is a good idea to take a copy of your witness statement into the witness box as it is easier to have it to hand.

The coroner will normally begin by asking you to confirm your name, professional qualifications and how long you have been in your current role. The coroner may ask you to confirm that your written statement is true to the best of your knowledge.

There is no set way in which the coroner has to take your evidence, but normally the coroner will ask you to explain your involvement with the deceased. The coroner may also ask you to read sections of your written statement.

Giving evidence

The coroner will ask questions to help him/her understand your evidence. It is important to explain any medical terminology for the benefit of the coroner, the family and the jury if present. It is very important to answer all questions honestly—you will be under oath. If you have made mistakes in the care of the deceased, you should be open about this.

Once the coroner has finished asking questions, the other interested persons will be given the chance to ask questions. This includes the family or their legal representatives.

If the inquest is being held with a jury, the coroner will invite the jury to ask any questions they have. This is normally done by putting potential questions to the coroner in writing, who will then ask you on the jury's behalf.

Answering questions

- Answer all questions honestly. Remember you are under oath.
- It is not a memory test. Refer to your statement or the patient notes if needed.
- Don't try to answer questions that are outside of your area of practice/expertise. For example, if a nurse is asked a question about prescribing they should explain that this is outside of their area of practice and the question should be answered by a medic.
- Once you have given your answer to a question, the coroner may take a few moments to take notes. It is common to want to fill the silence, but this should be avoided.
- If you don't know the answer to a question or can't remember something, say so.
- Remember to speak slowly and clearly.

Giving evidence

As well as giving evidence about your direct involvement with the deceased, you may be asked to give background information about normal processes and procedures within your area. This is especially likely when the case is being heard with a jury.

The amount of time it takes to give your evidence will depend on the extent of your involvement with the deceased and the number of questions asked by the coroner and the interested persons. This could take anywhere between 30 minutes to a few hours. If you feel that you need to have a break while giving evidence, you should politely ask the coroner.

Sometimes, the coroner and the legal representatives may need to discuss points of law. If this happens, the jury (if present) will leave court, but you should remain in the witness box unless told otherwise.

If there is a break in proceedings during your evidence, you must not discuss your evidence with anyone as you will still be under oath. The coroner will try to hear all of the evidence from a witness on one day, but occasionally it is necessary for a witness to return the following day to finish giving evidence. If this happens, the same rules apply. You must not discuss your evidence with anyone overnight.

Once the coroner, interested persons and jury (if applicable) have asked any questions, the coroner will dismiss you from the witness box. In most cases the coroner will also release you from your summons, which means that you are free to leave the court if you wish. Occasionally, the coroner may require you to stay in case there are further questions once other witnesses have been heard. If in doubt, it is best to check with the coroner's office before leaving. Some witnesses choose to remain in court for the rest of the day or the rest of the inquest and you may do so if you wish.

Inquest conclusions

After all of the evidence has been heard, the coroner (or jury) will consider their conclusion. There are a range of conclusions that may be reached, depending on the evidence. Examples include:

- Natural causes
- Natural causes contributed to by neglect
- Misadventure
- Suicide
- Accidental death
- Open conclusion
- Narrative conclusion

More details on the full range of conclusions that can be reached at an inquest can be found in [Chief Coroner's Guidance No. 17](#)

If the inquest is being held with a jury, the coroner will give the jury directions on which conclusions may be reached according to the evidence.

Coroners and juries are not allowed to frame their conclusions in a way that would appear to determine any question of criminal or civil liability.

There is no automatic way to appeal a coroner's decision, if this is required it is done via a judicial appeal or by application to the high court. This would only be done in exceptional circumstances if there has been a serious error of law.

If the coroner feels that there are things that could be done to prevent similar future deaths, he/she has a duty to issue a Regulation 28 notice. This is also known as a 'report to prevent future deaths' and can be issued to any individual, company or organisation that the coroner feels could take action. The report sets out the coroner's concerns and the recipient must respond within 56 days. The report and any responses are published on the chief coroner's website.

Dealing with the media



Coroners inquests must be held in public and members of the media are allowed to report on proceedings in court. They may report on evidence given in court and can publish staff member's names.

Photography is not allowed inside the court room or court building. The media may photograph or film you entering/leaving the building or on any public land such as the surrounding streets. The media do not need your permission to do this.

The following three pages contain detailed advice on media handling from the UHB's communications team.

Remember:

You are advised not to engage with the media and should refer any questions or requests for comments to the UHB's communications team.

Dealing with the media

Do I speak to the media? - specifically in relation to court cases and tribunals it is recommended that you do not speak to the media BEFORE agreeing and taking advice from your line manager and the communications team. Politely decline and either refer the media to the communications team or their union/ staff representative if they are being supported by an external organisation. The UHB has a positive and open relationship with the media, however sensitive and legal issues have to be handled appropriately

Media Photographs and images - Do not hide your face or put hands in front of the camera. This looks defensive and leaves an “impression” of having something to hide – visual images are used to full impact particularly by tabloid media. They only need one “snarling or laughing shot” to leave a visual impression that is used every time the case is mentioned and this becomes the image people remember. The communications team recommend you act calmly, professionally, stand tall and with solemnity appropriate to the subject/ case.

What to say - politely keep repeating, I’m unable to comment while the [case] is on-going. The media will be fully aware that they should NOT approach you for comment during a live legal case, whether as a witness of a defendant. You do not have to comment. If in doubt refer it to the communications team

Contacted - Be aware of alternative methods to contact you via, Facebook, Twitter, work, home telephone and mobile. Many of these will be in the public domain. If you do not know the individual, don’t enter into correspondence with them but use the relevant blocking mechanisms.

Behaviour - Please be mindful that how you act and behave will be on public record, the media are entitled to film and photograph individuals in the public domain and this is a right they hold dear, aligned to the freedom of the press. Unless it is on private property they can legally film and photograph you WITHOUT your permission. The law is blurred here in relation to public buildings on private land, such as hospitals, council offices and police stations.

Dealing with the media

As a precaution follow the advice above, if the media has infringed privacy laws or safeguarding laws, breached reporting restrictions these can be taken up at a later date via the communications team

Sub judice – while an investigation is live or a court case on-going the media will know that they should not contact you or ask for comment on the grounds it could potentially jeopardise the impartiality of a court case. Sometimes journalists will try their luck or they may not be accredited by a national body, such as the National Union of Journalists and it is a fine balance to consider the views of the defendant and their right to a fair trial with the legitimate rights of publishers to freedom of expression. However, as a witness or expert witness representing the UHB it would be advisable to obtain advice BEFORE speaking to any media during a live case or investigation. The Contempt of Court Act is clear and some judges take a dim view of ignorance in relation to the legal process.

Door-stepping by the media – This can be a distressing and intimidating experience. The media are very tenacious if they want a photograph or comment and will sometimes use “inventive” tactics to get what they want. Such as pretending to be a patient, pretending to be from a support group a friend of the family. If you do not wish to speak to the media follow the advice above and contact the communications department, we can support you by ringing news editors or news desks. In reality this usually has very little impact as they will know their rights and boundaries.

Outside Court – Unless a media briefing has been arranged the media will almost certainly want to take pictures or obtain comment at court. Please refer to the advice above for during the case or if at the conclusion make it clear that the UHB will be making a statement. If the case is high profile, we will have already considered media arrangements with the relevant agencies, such as police, and CPS (Crown Prosecution Service) to the communications team.

Dealing with the media

Releasing personal details and information regarding a patient - As health professionals we are governed by patient confidentiality and safeguarding policies. If you take the personal decision as an individual to speak to the media or place it on social media, please be mindful of the legal restrictions placed upon yourself and the organisation. Ignorance of the basic tenets of the laws will not be considered an appropriate defence at court or at a disciplinary hearing. The law is also very clear on the restrictions placed around the safeguarding of children and vulnerable adults and the anonymity of rape victims identities are guaranteed for life.

Social media and citizen journalists – This group of publishers do not have the same professional guidelines placed on them as bona fide journalists, accredited by the NUJ. These are more difficult to deal with and equally as difficult to prevent publishing, usually with very few avenues for redress. The advice is to say very little as above and to maintain a professional demeanour.

Got a story to sell? - Some media, particular lifestyle magazines, news agencies and larger tabloids will resort to offering people money for their story under the guarantee of anonymity. The communications team advises all staff to decline any attempts and report it immediately to your line manager or the communications team. If information does leak into the public domain and investigation is launched it nearly always reveals the source of the information.

Further information and advice is available from the UHB's communications team.

The local coroner's court

Cardiff and Vale UHB sits within the south wales central coroner's area and the majority of cases involving our patients are heard at Pontypridd Coroner's Court. It is important to check the summons letter as occasionally cases may be heard in another court.

Pontypridd Coroner's Court
The Old Courthouse
Courthouse Street
Pontypridd
CF37 1JW
Telephone: 01443 281100

Nearest parking: Sardis Road Car
Park (3 min walk)

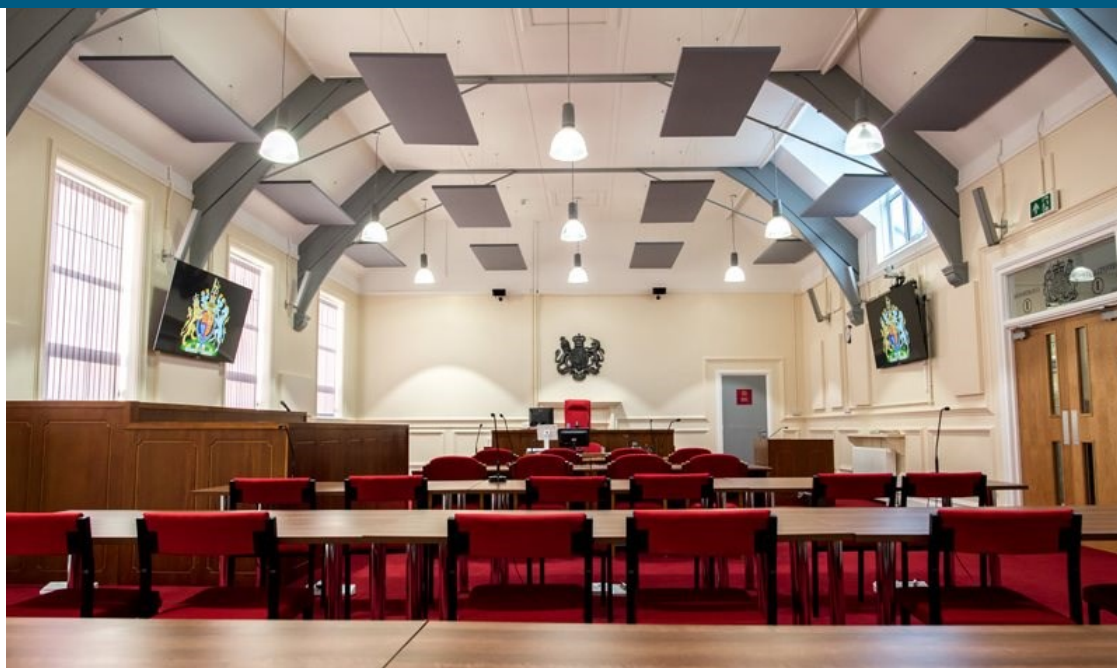
Nearest train station: Pontypridd (3
min walk)



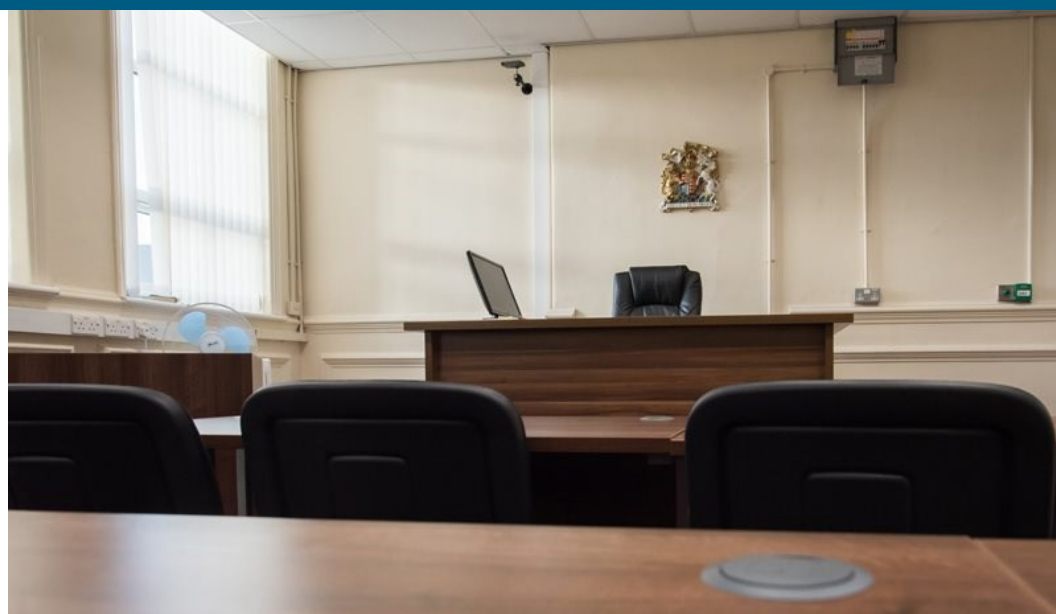
The local coroner's court

There are two court rooms used by the coroner, shown below. The family, other properly interested persons and their legal representatives sit in the front few rows of tables. Witnesses, media and members of the public sit in towards the back of the court. Courtroom 1 has space for a jury.

Courtroom 1



Courtroom 2



The local coroner's court

Courtroom rules

When the coroner enters and leaves court, the coroner's officer will say "Would the court please rise". You must stand at this point, unless you are physically unable to do so. You may notice that the solicitors or barristers bow, but you do not need to do this. They are not bowing to the coroner, but to the royal coat of arms displayed above the coroner's desk.

No food, hot drinks or fizzy drinks are allowed in the courtroom. There are several cafés and coffee shops in Pontypridd where you can purchase food and drink at lunchtime. Be mindful about your conversations during breaks as it is quite possible that members of the deceased's family or reporters from the media could be in the same café as you.. Before each break, the coroner will give a time for everyone to be back in court—make sure you are not late.

There are toilets outside the courtrooms and you do not need to ask permission to use them while the court is in session, just be as quiet as possible while leaving and returning to the courtroom.

The inquest is recorded and you will notice microphones throughout the courtroom. You must be mindful of this and be careful with any conversations that could be picked up by the microphones in court.

The courtroom has facilities for people who are hard of hearing. If you need to use this, speak to the coroner's officer.

You must not take any pictures, video or audio recordings within the court building. You must make sure any mobile telephones are switched off or on silent mode while in court.

The local coroner's court

Additional rules for inquests held with a jury

You must not speak to any member of the jury during the course of the inquest. If you know any member of the jury in a personal or professional capacity, you must inform either your/the UHB's legal representatives or the coroner's officer.

You must not do anything that could identify a member of the jury to the public or media. You must not photograph any member of the jury either inside or outside the court building.

There are additional rules that members of the jury have to follow and these are set out by the coroner at the beginning of the inquest.

Remote hearings

Due to current Covid-19 guidance, many inquests and associated hearings are being held remotely. Witnesses, solicitors and families attend virtually using videoconference services such as Microsoft Teams or Skype. If you are required to attend an inquest remotely, detailed guidance will be provided by the Coroner's Office. The following key points apply regardless of the videoconference service used:

- Make sure you are in a quiet place where you will not be interrupted.
- Ensure that you have all relevant documents available, such as copies of notes and your witness statement.
- You will need to use a device with both a camera and microphone. Use headphones to avoid feedback/echo which can disrupt proceedings.
- You must only speak if invited to do so by the Coroner. **Do not** interrupt or interject during the hearing; wait to be invited to speak.
- If you have questions during the proceedings, please make a note of these and ask the Coroner when asked. He, or she will let you know when the right time arises to ask questions.
- Only one person may speak at a time. If another person is speaking, please do not interrupt. The Coroner will let you know when it is the right time to speak.

Under no circumstances should you, or anyone with you record or otherwise re-broadcast the inquest. This is illegal and will be treated as a contempt of court.

Remote hearings

If you are giving evidence remotely at the inquest you will still need to swear on a book of faith or affirm.

If you wish to swear on a book of faith, you need to ensure that you have that book with you at the start of giving evidence.

I swear by Almighty God that the evidence I shall give shall be the truth, the whole truth and nothing but the truth.

If you are not swearing on a book of faith you will need to say the following:

I solemnly and sincerely declare and affirm that the evidence I shall give shall be the truth, the whole truth and nothing but the truth.

Further information

South Wales Central Coroner

<http://www.southwalescentralcoroner.co.uk/>

INQUEST—a charity supporting bereaved people following a death in state care or custody

<https://www.inquest.org.uk/>

Office of the Chief Coroner

<https://www.judiciary.uk/related-offices-and-bodies/office-chief-coroner/>

Ministry of Justice—Guide to coroner services

<https://www.gov.uk/government/publications/guide-to-coroner-services-and-coroner-investigations-a-short-guide>

NHS Resolution—Preparing for an inquest and giving evidence

<https://resolution.nhs.uk/resources/how-to-prepare-for-an-inquest/>

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P15, 24 & 25—South Wales Central Coroner

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CARDIFF AND VALE UHB
**Patient Safety
& Quality**