

To: CEs of SHAs
CEs of PCTs

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Richmond House
79 Whitehall
London
SW1A 2NS

Tel: 020 7210 5142
Fax: 020 7210 5409
david.nicholson@dh.gsi.gov.uk

Dear Colleague ,

The Care Quality Commission has today published the report of its findings in the investigation of out-of-hours services provided by Take Care Now and the commissioning of these services.

The CQC examined the issues surrounding the death of David Gray. It concluded that a number of factors led to the death of Mr Gray including the poor practice of Daniel Ubani, the clinician who visited Mr Gray shortly before his death, and shortcomings in Take Care Now's systems, notably its clinical governance.

CQC also looked at PCTs' commissioning arrangements and administration of the performers lists, and SHAs' performance management of PCTs in respect of out of hours services. As a result, the CQC made seven recommendations for commissioners of out of hours services, eight for providers, one recommendation for SHAs, and a final overall recommendation for all parties.

The Department fully supports these recommendations. It is now important that you read the report and implement the recommendations relating to your work quickly and effectively.

Yours sincerely,



Sir David Nicholson KCB CBE
NHS Chief Executive