



**National Offender
Management Service**

[REDACTED]
**Equality, Rights and Decency
Group**
National Offender Management Service
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26 MAY 2015

A Tweddle LLB.
H.M. Coroner
Second Floor
Royal Corner
Crook
Co Durham
DL15 9UA

22 May 2015

Dear Coroner,

RE: the death of Sharon Butcher on 25 August 2014 whilst in HMP Frankland.

Thank you for your letter dated 31 March addressed to the Governor of HMP Frankland and the National Offender Management Service concerning the Inquest into the death of Ms. Sharon Butcher. Your letter has been passed to Equality Rights and Decency (ERD) Group in the National Offender Management Service (NOMS) to respond, as we have policy responsibility for suicide prevention and self-harm management and for sharing learning from deaths in custody. I am also responding on behalf HMP Frankland.

In your report, you expressed your concern about the delay in calling for an ambulance when the emergency medical code was broadcast.

You may be aware of PSI 03/2013 Medical Emergency Response Codes which sets out the national instructions for calling a medical emergency over the establishment radio network in all prisons and NOMS operated Immigration Removal Centers.

HMP Frankland revised their local contingency plans and re-issued instructions following the death of Ms. Sharon Butcher to ensure that all staff understand, that they must not delay in calling an ambulance in all cases where there are serious concerns about the health of an offender.

The local protocols now provide clear guidance to all staff to ensure timely, appropriate and effective response to medical emergencies and thereby maximise the likelihood of a positive outcome for the patient. The protocol defines the nature of the medical emergency with the use of a two level code (code Red and Code Blue) system that differentiates between blood and other injuries, such as breathing difficulties, unconscious casualties as specified by PSI 03/2013.

In April 2015 an additional learning bulletin was issued nationally by ERDG (please see attached).

In addition HMP Frankland are also working with the North East Prisons cluster and the North East Ambulance Service to ensure joint working and consistency of approach across all establishments.

I hope that you find this response helpful and reassuring.

Yours sincerely,

[REDACTED]
[REDACTED]
NOMS Equality, Rights and Decency Group