

Professor Sir Bruce Keogh
National Medical Director
Skipton House
80 London Road
SE1 6LH

Heidi Connor
Assistant Coroner for Nottinghamshire
HM Coroner's Service
The Council House
Old Market Square
Nottingham
NG1 2DT



12TH July 2016

Dear Ms Connor,

Regulation 28: Report to prevent future deaths concerning the death of Peter Scott

Thank you for your Section 28 report concerning the death of Mr Peter Scott. I would like to express to the Scott family my deep sympathy and sadness at the death of Mr Scott.

Your report references the need to review the resources available to the East Midlands Ambulance Service NHS Trust ("EMAS"), and to consider strategies to improve handover times at hospitals. NHS England would like to make the following observations in response to the specific concerns you have raised at Section 5:

1. The need for an urgent review of resources to reduce the risk of future deaths

The need to review the resources available to EMAS has been recognised locally. The responsible commissioners, NHS Hardwick Clinical Commissioning Group ("CCG"), on behalf of 22 CCGs across the East Midlands, have committed to jointly undertake an external strategic review of capacity and demand with EMAS. The review, which was agreed as part of the 2016/17 contract between EMAS and CCG commissioners, will consider a wide range of issues including the current delivery model, staffing issues and vehicle numbers.

It is expected that the strategic review will provide an accurate analysis of the current demand and capacity issues facing the service, and will address many of the findings of the recent Care Quality Commission ("CQC") Quality Report into services provided by EMAS (published May 2016).

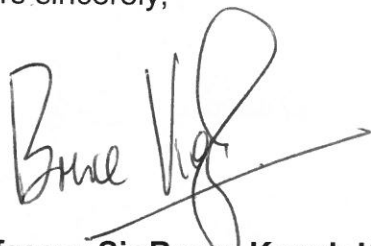
The 2016/17 contract settlement also provided additional funding to EMAS in order to increase front-line staffing with the intention of improving ambulance response times. It is also intended that services should be further improved by an agreed expansion of the existing Clinical Assessment Team ("CAT") as

High quality care for all, now and for future generations

treat a greater proportion of patients safely without conveying them to hospital. This will free up both ambulance service and emergency department resources.

I trust that this response addresses the concerns you have raised. I am grateful to you for bringing these matters to my attention. I know that the commissioners of the service (the CCGs) and the regulator of the Trust (NHS Improvement) are working closely with the EMAS to help them to bring about further improvements.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Bruce Keogh', with a long horizontal stroke extending to the right.

Professor Sir Bruce Keogh KBE, MD, DSc, FRCS, FRCP
National Medical Director
NHS England