



West Midlands Ambulance Service
NHS Foundation Trust



Black Country Coroners Court
Jack Judge House
Halesowen Street
Oldbury
West Midlands
B69 2AJ

Ambulance Service Headquarters
Waterfront Business Park
Brierley Hill
West Midlands
DY5 1LX
Tel: 01384 215555
website: www.wmas.nhs.uk

Dear Mr Siddique

Thank you for your letter attaching the report to prevent future deaths.
Please find our response below.

Matter of concern - Firstly, evidence emerged during the inquest that the second call received by the WMAS operator at 1921 hours had been incorrectly triaged as Level 3. The evidence of vomiting and drowsiness should have resulted in a Level 2 categorisation and therefore faster response time.

Response - *The second 999 call had failed the audit completed against the Pathway system. The audit identified that the call assessor did not fully establish during the call the level of consciousness of the patient, further probing was required, due to the lack of probing on the call It is unclear whether the category 3 response which was generated was appropriate.*

As the category of call disposition depends on the answers provided by the caller it is not possible to determine whether this call would have generated a category 2 response.

Action should be taken - You may wish to consider further training of those staff involved in triaging response calls given the issues identified.

Response - *Pathways is a national triage tool used by WMAS to categorise 999 calls, our call assessors are not clinically trained therefore are guided by Pathways and the answers they gain from the caller in relation to the disposition of the call.*

Pathways provides its national training package to WMAS tutors, who in turn provide training to our call assessors.

Pathways annually quality assesses our lead Tutor, who is then required to assess all WMAS tutors.

Following this serious incident WMAS have included further education and refresher training around head injuries during the NHS Pathways update due to take place in October/November.

[REDACTED]

***Response** - The number of ambulances on duty is done on historic demand data along with local intelligence. Resourcing is matched against a presumed demand profile. On this date resourcing for the Black Country division was above the predicted demand level. Despite this extra resourcing the demand experienced on the ambulance service during the time of this incident outstripped the available resources.*

Actions should be taken - You may wish to consider further consultation with the Clinical Commissioning Group(s) in relation to the level of resource provided to deal with the Black Country population in light of insufficient resources being available in a timely manner as identified during this inquest.

***Response** - The Trusts Director of Clinical Commissioning and Service Development/ Executive Nurse has personally written to the Clinical Commissioning Group over the current resourcing provision and has included within that letter the Preventing Future Death report.*

Please find attached the letters of communication for your information.

Yours Sincerely



[REDACTED]
Head of Patient Safety