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Our Ref: SB/Coroners

30 April 2018

Miss Rachel Syed  
Assistant Coroner for Derby and Derbyshire  
Coroner's Court  
St Katherine's House  
St Mary Mary's Wharf  
Mansfield Road  
Derby DE1 3TQ

Dear Miss Syed

**Re: Report to Prevent Future Deaths: Bernard Leslie GERRARD (deceased)**

Thank you for your Regulation 28 Report to Prevent Future Deaths, dated 9th March 2018 (received on 12<sup>th</sup> March 2018), bringing to my attention HM Coroner's concerns arising from the Inquest into the death of Mr Bernard Leslie Gerrard.

I would like to assure you that within the East Midlands Ambulance Service (EMAS) all matters related to patient safety are taken extremely seriously. In particular, matters arising from Coroners' Inquests from which lessons can be learnt, including Prevention of Future Death Reports, are discussed within the Incident Review Group and Lessons Learned Group.

This process has been applied to the Prevention of Future Deaths notice pertaining to the Inquest into the death of Bernard Leslie Gerrard.

The **MATTERS OF CONCERN** specific to EMAS are as follows:

**There was a 10 hour vehicle response delay to attend a Category 3 call. When the call was eventually upgraded to a Category 2 response, there was a further 50 minute delay. EMAS report that they cannot cope with the current demands placed on their service due to insufficient funding which is resulting in unacceptable vehicle response times.**

I set out below the actions that EMAS proposes to take and our response to HM Coroner's concerns as detailed in the PFD notice.

EMAS acknowledges its responsibility to enact a duty of care to all patients.

East Midlands Ambulance Service (EMAS) does not believe it is funded correctly to deliver the service our patients require. As a result the EMAS 2016/17, Urgent and Emergency Ambulance Contract, documented the agreement made between the Commissioners and ourselves to undertake a jointly commissioned Independent Strategic Demand and Capacity Review, to understand the number of staff we require to deliver the nationally agreed standards. Within that agreement EMAS formally committed to the implementation of the outcome of the review, while Commissioners formally committed to support the implementation of the outcome.

Due to the implementation of the national standards following the introduction of the Ambulance Response Programme in July 2017, the review concluded at the end of March. The review has confirmed that EMAS has a substantial resource gap and requires approximately 295 additional frontline operational staff and 48 additional staff to work within the Emergency Operations Centre to enable us to deliver the nationally defined performance standards.

Negotiations are currently on-going with our Coordinating Commissioner regarding the contract settlement for 2018/19 and 2019/20. We are expecting negotiations to be concluded in early May.

In anticipation of the settlement EMAS has produced a workforce and recruitment plan which will enable us to recruit and train these new staff so that they become operational during 2018/19 and the early part of 2019/20.

As part of this review the Trust has already established an Urgent Care Transport Service (UCTS) which went live on Tuesday 3 April. We operate 25 crews on duty across the region responding to patients who either require urgent admission to hospital, as determined by their general practitioner or other healthcare professional (HCP), or who have low acuity healthcare needs as assessed by our Clinical Assessment Team or frontline emergency crews.

The crews are dispatched by a dedicated urgent care desk based in our Emergency Operations Centre and we have noted a positive impact on the times patient wait for an ambulance. Each day the crews are responding to over 90 patients, ensuring they reach hospital safely and promptly. This has resulted at peak times in a five hour reduction in the length of time patients are waiting for an ambulance to arrive. The provision of the Urgent Care Team Service has reduced the number of patients requiring an A&E response, which results in a reduction in the number of patients experiencing a prolonged wait.

I hope that the measures set out in this letter provide you with the appropriate level of assurance in relation to EMAS' commitment to continuous improvement of services.

Please do not hesitate to contact me should you require any additional information, or any clarification, in connection with the above.

Yours sincerely

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

Richard Henderson  
**Chief Executive**