



GIG  
YMWELT  
NHS  
WALLES

Ymddiriedolaeth GIG  
Gwasanaethau Ambiwylans Cymru

Welsh Ambulance Services  
NHS Trust

Pencadlys Rhanbarthol Ambiwylans a Chanolfan Cyfathrebu Clinigol  
Regional Ambulance Headquarters and Clinical Contact Centre  
Tŷ Vantage Point / Vantage Point House, Tŷ Coch Way, Cwmbran NP44 7HF  
Tel/Ffôn 01633 626262 Fax/Ffacs 01633 626299  
[www.ambulance.wales.nhs.uk](http://www.ambulance.wales.nhs.uk)

### CHAIR AND CHIEF EXECUTIVE'S OFFICE

Our Ref: JK107/5449/dr

26 November 2018

**Private and Confidential**

Mr A Barkley  
Coroner's Office  
1<sup>st</sup> Floor  
Rock Grounds  
Aberdare  
CF44 7AE

Dear Mr Barkley

**Re: Regulation 28 relating to Inquest of Andrew Collins**

I am writing in response to the Regulation 28 Report, to Prevent Future Deaths issued to the Welsh Ambulance Services NHS Trust (the Trust) on 2 October 2018. This was issued following the conclusion of the inquest for Mr Andrew Collins.

The Trust acknowledges your concerns regarding our lack of resourcing, which meant that there was a significant delay in attending to a critically unwell patient.

The supporting information accompanying this letter, highlights the strategic and operational quality improvements in patient safety that have been completed or are underway. These are aimed at alleviating harm by improving our available resources to respond to patients within our communities. Continuous improvements are ongoing with our Health Board colleagues and we are working collaboratively to progress safety, effectiveness and a positive experience for patients and their carers.

The key initiatives that the Trust are continuing to working on, to deliver and enable an improved resourcing picture include, the following;

- That planned resources are sufficient to meet overall demand
- That we align production against demand by local and time of day
- That we reduce sickness absence
- That we reduce handover to clear duration

Cadeirydd Dros Dro/Chair (Interim): Martin Woodford  
Prif Weithredwr/Chief Executive: Jason Killens  
Mae'r Ymddiriedolaeth yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg  
The Trust welcomes correspondence in Welsh or English



- That we introduce safe alternatives to responding to scene where this is appropriate
- That we reduce conveyance where safe and appropriate and provide care in the patients home utilising advanced practitioners

The accompanying action plan will provide you with the detail of this work, in addition to other quality improvement initiatives designed to safely release resources to respond to patients in greatest need. This includes the introduction of a Falls Framework and increasing scope of practice for our Community First Responders.

In addition to the actions contained within the attached plan, the Trust has undertaken and completed a robust review of the "Explorer Project". The aim of this was the introduction of "ring fencing" to stabilise resource capacity in the Cwm Taf area and to prevent the migration of emergency resources into busier adjacent Health Board areas.

The Explorer Project was a joint programme of work between the Trust and the Cwm Taf University Health Board (CTUHB) designed to improve ambulance response times in the Cwm Taf area of Wales.

I would like to reassure you that the Welsh Ambulance Services NHS Trust and Cwm Taf University Health Board, continue to work in collaboration to drive the improvements forward. We continue to strengthen the out of hospital alternative pathways to improve efficiency and effectiveness of care for our patients and make best use of our resources.

We hope that we have been able to assure you that we remain focused to improve our services together and that actions taken to date have had an impact in relation to all of the areas identified within this Regulation 28 Report.

I would like to extend the offer to meet with you to discuss our response in more detail and to provide you with assurance of our commitment to the continuous improvement our service provision.

Yours sincerely



**Jason Killens**  
**Chief Executive**  
**Welsh Ambulance Services NHS Trust**

