

Ms Murphy, HM Assistant Coroner for
Stoke-on-Trent & North Staffordshire Coroner's Court
Stoke Town Hall
Kingsway
Stoke-on-Trent
ST4 1HH

23 December 2021

coroners.office@stoke.gov.uk

Dear Ms Murphy,

Re: Regulation 28 Report to Prevent Future Deaths – Shaun Mansell, who died on 6 July 2021

Thank you for your Report to Prevent Future Deaths (hereafter “Report”) dated 1 November 2021 concerning the death of Shaun Mansell on 6 July 2021. Firstly, I would like to express my deep condolences to Mr Mansell’s family.

I note the inquest earlier this year concluded Shaun Mansell’s death was a result of natural causes (acute gastrointestinal haemorrhage and liver disease due to chronic alcoholism).

Following the inquest, you raised concerns in your Report to NHS England regarding excessive delays in handing over patients at hospital which impacts on ambulances getting to patients.

I can confirm that national policy has set out that handovers should take no more than 15 minutes, ensuring patients receive necessary emergency care and allowing ambulances to get back on the road responding to patients in the community. We recognise however that hospital handover delays are a significant challenge for ambulance services and acute trusts both regionally and nationally and tackling this is a high priority for NHS England and NHS Improvement.

The NHS Long Term Plan made a commitment to work with ambulance services to eliminate hospital handover delays. Ambulance services continue to, where appropriate and safe to do so, use alternative approaches to taking patients to Emergency Departments (EDs) and therefore reduce front door congestion, including increasing use of ‘See and Treat’, and conveying patients to non-ED settings such as urgent treatment centres.

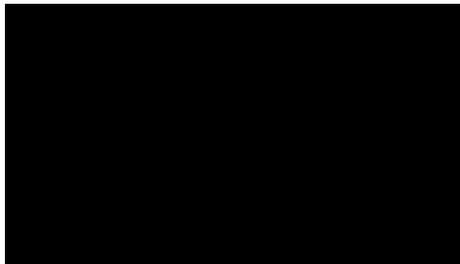
Handover delays can be linked to patient flow issues, and NHS England and NHS Improvement are also supporting systems to improve hospital flow through reducing length of stay and supporting timely discharge.

On 13 December, as part of [“Preparing the NHS for the potential impact of the Omicron variant and other winter pressures”](#), NHS England and NHS Improvement wrote to systems to reiterate earlier communication regarding the need to eliminate ambulance handover delays to ensure vehicles and paramedic crews are available to respond to urgent 999 calls. A range of measures, which have demonstrated benefits in addressing handover delays, were previously shared with all systems. I can also confirm that additional funding was made available for winter 2021/22 to support investment in Hospital Ambulance Liaison Officer staff to support handover of care.

Thank you for bringing this important patient safety issue to my attention and I do hope the above information helps to inform you of the work and steps being taken by NHS England and Improvement to tackle it.

Please do not hesitate to contact me should you need any further information.

Yours sincerely,



National Medical Director
& Interim Chief Executive, NHSI