

Greater Manchester Health and Social Care Partnership
4th Floor
3 Piccadilly Place
London Road
Manchester M1 3BN



Date: 7 April 2022

Ms A Morris
HM Senior Coroner
Coroner's Court
1 Mount Tabor Street
Stockport
SK1 3AG

Dear Ms Morris

**Re: Regulation 28 Report to Prevent Future Deaths – Matthew McManus
09/11/20**

Thank you for your Regulation 28 Report dated 11/02/22 concerning the sad death of Matthew McManus on 09/11/20. On behalf of Greater Manchester Health & Social Care Partnership or GMHSCP (which pending legislation will develop into the GM Integrated Care Board (ICB) from the current shadow structures in July 2022), I would like to begin by offering our sincere condolences to Mr McManus' family for their loss.

Thank you for highlighting your concerns during Mr McManus' Inquest which concluded on 21 January 2022. On behalf of the Partnership, I apologise that you have had to bring these matters of concern to our attention but it is also very important to ensure we make the necessary improvements to the quality and safety of future services.

The inquest concluded that Matthew's death was a result of 1a) Multiple Injuries. Following the inquest, you raised concerns in your Regulation 28 Report to Greater Manchester Health and Social Care Partnership (GMHSCP) that there is a risk future deaths will occur unless action is taken.

I hope the response below demonstrates to you and Mr McManus' family that GMHSCP have taken the concerns you have raised seriously and will learn from this as a whole system.

This letter addresses the issues that fall within the remit of GMHSCP and how we can share the learning from this case.

Coordination of care for adults with complex mental health and social care needs.

GMHSCP acknowledges that there has been a potential gap in support for a small number of patients with complex mental health and social care needs.

As a Greater Manchester Health & Social Care system we are therefore fully committed to closing such gaps and ensuring there is no unwarranted variation in commissioning practice.

In accordance with the NHS Long Term Plan, Greater Manchester is developing its Integrated Care System (ICS). ICSs are new partnerships between the organisations that meet health and care needs across an area, to coordinate services and to plan in a way that improves population health and reduces inequalities between different groups. Integrated care is about giving people the support they need, joined up across local councils, the NHS, and other partners. It removes traditional divisions between hospitals and family doctors, between physical and mental health, and between NHS and council services.

Additionally, Greater Manchester has accelerated use of the GM Care Record (GMCR) to support data sharing between health and care professionals across the region. It now means that all professionals involved in a patient's care can share vital information across different organisations, settings and localities. As well as informing clinical decision making at the point of care, the GMCR is also being further enhanced to support joined up care planning and coordination through a range of clinical use cases. GMCR is now active between the two GM mental health trusts, GPs, and the hospital trusts within Greater Manchester. The inclusion of social care data feeds is also underway to further support care planning and coordination. Access to the GMCR can be made available to all relevant organisations that would have a requirement to access data, i.e. GP's, acute trusts, councils and private organisations.

This work will ensure dedicated space and attention in Greater Manchester to work through the issues highlighted in the Regulation 28 Report and share learning between all stakeholders. This will also include formal oversight and assurance through to the refreshed Quality Board function within GMHSCP and the GM ICB from July 2022.

We can also confirm that we will, going forward, ensure that we continue to work together across the Greater Manchester health and care system so that changes in practice are actioned and reviewed.

Actions taken or being taken to share learning across Greater Manchester.

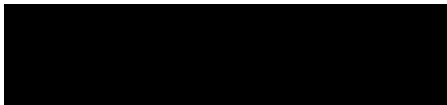
1. Learning to be presented/shared with the Greater Manchester Quality Board. This meeting is attended by commissioners, including commissioners of specialist services, regulators, Healthwatch and NICE.
2. Shared learning from this and similar cases at Greater Manchester and borough level will be cascaded to professionals through relevant governance and learning forums.

In conclusion, key learning points and recommendations will be monitored to ensure they are embedded within practice. GMHSCP is committed to improving outcomes for the population of Greater Manchester.

I hope this response demonstrates to you and Mr McManus' family that GMHSCP have taken the concerns you have raised seriously and are committed to work together as a system including our service users, carers and families to improve the care provided.

Thank you for bringing these important patient safety issues to my attention and please do not hesitate to contact me should you need any further information.

Yours sincerely



Chair of GM Medical Executive, GMHSCP