



Interim Chief Executive, NHSI,  
National Medical Director  
NHS England & NHS Improvement  
Skipton House  
80 London Road  
London  
SE1 6LH

Ms Alison Mutch,  
Senior Coroner  
Coroner Area of Greater Manchester South  
1 Mount Tabor Street,  
Stockport  
SK1 3AG

27 October 2021

By e-mail [coroners.office@stockport.gov.uk](mailto:coroners.office@stockport.gov.uk)

Dear Ms Mutch,

**Re: Regulation 28 Report to Prevent Future Deaths – Stanislaw Wieslaw Zielinski on 19 November 2020.**

Thank you for your Regulation 28 Report dated 24 August 2021 concerning the death of Stanislaw Zielinski on 19 November 2020. Firstly, I would like to express my deep condolences to Mr Zielinski's family.

The regulation 28 report concludes Mr Zielinski's death was a result of a pulmonary embolism following hospitalisation and an operation for complications of a fall which occurred whilst suffering from insomnia and anxiety. The medical cause of death was of  
1a Cardiac arrest;  
1b Pulmonary Embolism II fall from window on 20/10/2020 - subdural haematoma, multiple vertebral and rib fractures, prolonged immobilisation.

Following the inquest you raised concerns in your Regulation 28 Report to NHS England regarding:

The inquest heard that due to Covid 19 and the restrictions and challenges that this presented to the health services the way in which care was delivered to Mr Zielinski was significantly impacted. In particular:

1. Pre Covid Mr Zielinski would have been seen face to face rather than through a series of telephone consultations. The inquest heard that he and his family struggled to communicate with the GP to explain his deteriorating health position as a result of how his GP practice was delivering health care. The inquest heard evidence that as a consequence his deteriorating picture was not fully understood by his GP and he was additionally anxious as a result of an inability to express his concerns in person.

Since the advent of the Covid-19 pandemic general practice has been delivering health care services according to the national General Practice in the Context of Coronavirus Standard Operating Procedure that has been regularly updated. This national guidance was in force at the time of Mr Zielinski's death. The aim of this Standard Operating Procedure was to ensure general practice was able to provide health care to patients in a safe environment, limiting the opportunity of Covid-19 infections in staff and patients while reducing the number of absences either by infections or self-isolation.

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As the pandemic developed and circumstances changed locally and nationally, The General Practice in the Context of Coronavirus Standard Operating Procedure evolved to state that general practices should be open for delivery of face to face care, whilst triaging patients remotely in advance where possible, using remote consultations where appropriate. Where clinically appropriate patients will be seen face to face within general practice. Guidance for this can be found here:

<https://webarchive.nationalarchives.gov.uk/ukgwa/20201231113250/https://www.england.nhs.uk/coronavirus/publication/managing-coronavirus-covid-19-in-general-practice-sop/>

2. Mental health services were experiencing delays due to operating under the constraints of Covid and staffing issues. As a result there was a delay in offering him support which would have assisted him. The inquest heard that the existing challenges pre Covid for mental health services had been exacerbated by Covid due to an increased need for their services in part as a result of the impact on mental health of isolation during lockdown.

Mr Zielinski self-referred to the Tameside and Glossop Improving Access to Psychological Therapies (IAPT) Services and was triaged on 01 October 2020. He was subsequently sent an appointment letter on 15 October 2020 and offered a first appointment for 21 October 2020. The National timeframes for response for IAPT services are that 75% of all referrals commence treatment within 6 weeks and 95% within 18 weeks. Mr Zielinski's referral and subsequent appointment were within the stated, and expected, national timeframes and the standard expectations of service delivery.

Please find below details of information provided (in a letter) to all people who self-refer to Healthy Minds – I can also confirm that this was sent to Mr Zielinski – it does also clarify that Healthy Minds is not an Urgent Response Service and that if the person feels they need to access help urgently, they should utilise one of the numbers listed below. The Urgent Care Helpline is run by staff from Pennine Care NHSFT, who would have access to details of his contacts with mental Health Services.

#### Services Identified in the letter

**Mental Health Helpline** 0800 014 9995 24 hours a day, 7 days a week - Our mental health helpline is here to support our service users and carers of all ages

**Your GP** - either in telephone or in person

**The Samaritans** - Freephone 116 123 - Talk to them anytime you like, in your own way, and off the record about whatever is getting to you. You can also email [jo@samaritans.org](mailto:jo@samaritans.org)

**NHS walk in centres** - a GP led walk in centre for treatment of minor ailments without an appointment. Locally these are open 8 am to 8 pm 7 days a week

**Urgent Treatment Centre (UTC)** - A new Urgent Treatment Centre (UTC) opened on 29th April 2019 at Tameside Hospital site (next to A&E). The new centre replaces the existing Walk in Centre (WIC) at Ashton Primary Care Centre. Initially people with an urgent need will be able to see support at the Urgent Treatment Centre (UTC) by walking in between 9 am - 9 pm 7 days a week

**Emergency Social Services (Tameside)** 0161 342 2222 Outside of normal office hours. The 'normal office hours' are 8.30 am - 5 pm Monday to Wednesday, 8.30 am - 4.30 pm Thursday and 8.30 - 4 pm Friday - Call in the event of an unexpected major problem within the home or family

**Emergency Social Services (Derbyshire)** 01629 532 600 5 pm - 9 am Monday to Friday and 24 hours per day during weekends and bank holidays. This service is available for the public and agencies to access a range of social care staff for adults or children in need of social care

**Silverline** - 0800 470 8090. Free helpline 24 hours a day 365 days a year. For people over 55 years for people who are feeling lonely, want to share their worries, having difficulty sleeping and for practical enquiries

**Papyrus** 0800 068 4141 or text 07786 209 697. For young people up to the age of 35 (Mon – Fri 10 am - 10 pm, Weekends 2 pm - 10 pm and bank holidays 2 pm - 5 pm). Can also email [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

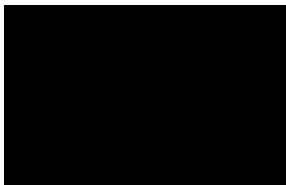
**CALM** (for males) 0800 58 58 58 or call using the web-chat at [www.thecalmzone.net](http://www.thecalmzone.net) (5 pm till midnight)

**SANE** 0300 304 7000 - a national, out of hours Mental Health helpline offering specialist emotional support to anyone affected by mental illness, including friends, family's and carers. Open every day of the year from 16.30 - 22.30

**SHOUT** It's a new national service open 24/7 for anyone in crisis. You simply text 'shout' to 85258 and then you will be connected with trained individual who will help you to reach a calmer, safer place and think about where you can get future and on going support should you need it. The service has been set up as part of Princes William and Harry's mental health initiative to get people talking when they need help. You can check out the service here: [www.giveusashout.org](http://www.giveusashout.org)

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,



  
Interim Chief Executive, NHSI &  
National Medical Director