



Department
of Health &
Social Care

From Will Quince
Minister for Health and Secondary Care
39 Victoria Street
London
SW1H 0EU

Mr Graeme Irvine
HM Senior Coroner
Walthamstow Coroner's Court
Queen's Road Walthamstow
E17 8QP

16th June 2023

Dear Mr Irvine,

Thank you for your letter of 30 September 2022, to the then Secretary of State for Health and Social Care, Thérèse Coffey, about the death of Shahan Aman. I am replying as Minister with responsibility for Health and Secondary Care.

Firstly, I would like to say how deeply saddened I was to read of the circumstances of Shahan's death. I can appreciate how distressing his death must be for his parents and those who knew and loved Shahan and I offer my heartfelt condolences. It is vital that we take the learnings from what happened to him in order to prevent future deaths.

In preparing this response, Departmental officials have made enquiries with NHS England and the Care Quality Commission (CQC).

I have been informed by my officials that several actions have been taken by Barts Health Trust following Shahan's death, including updated guidance on managing gastroenteritis in children as part of an awareness campaign for Emergency Department staff and revising the Emergency Department's policy on observations prior to discharge. Emergency Department clinicians are also being prompted to consider adding the assessment of urine output as an option to the online patient documentation system for Emergency Department clerking. Outcomes of this investigation will be shared with the patient's next of kin and staff involved directly in the patient's care for their reflective learning. More broadly, learning summaries from the serious incident will be shared for trust-wide learning.

The Government recognises the pressures the service is facing – and it is taking a whole-system approach to ensure people get the emergency care they need when they need it.

Our Delivery Plan for Recovering Urgent and Emergency Care Services aims to deliver one of the fastest and longest sustained improvements in emergency waiting times in the NHS's history, including bringing down A&E wait times significantly over the next year, and down towards pre-pandemic levels within two years.

To increase capacity and reduce waits, the plan will deliver 5,000 more staffed, permanent beds this year compared to 2022/23 plans, alongside 800 new ambulances including specialty mental health vehicles. This is backed by £1 billion of dedicated funding.

We will also make greater use of 'virtual wards', with an extra 3,000 virtual ward beds to provide over 10,000 in total by this autumn, allowing patients to be safely monitored and supported towards recovery from the comfort of their own home. Longer term, we will build capacity to allow staff to care for up to 50,000 patients a month this way.

Same Day Emergency Care services will also be in place across every hospital with a major emergency department, helping avoid unnecessary overnight stays in hospital.

We are expanding and better joining up health and care outside hospital helping to reduce admissions to A&E, including scaling urgent community response, frailty and falls services across the whole country.

The plan will also grow the NHS111 clinical workforce, make urgent mental health support universally available in 111 services, and expand and promote NHS111 online to ensure patients can access the right care first time, and only visit A&E when necessary.

We are also investing £1.6 billion over the next 2 years to reduce the numbers of beds occupied by patients ready to be discharged. This includes establishing 'Care transfer hubs' in every hospital ahead of next winter, alongside new approaches to step-down care.

I hope this response is helpful and thank you for bringing these concerns to my attention.

Yours sincerely,



**WILL QUINCE MP
MINISTER OF STATE FOR HEALTH**