



**ASSOCIATION OF
AMBULANCE
CHIEF EXECUTIVES**

Association of Ambulance Chief Executives
25 Farringdon Street
London
EC4A 4AB

12 June 2023

[REDACTED]

Nicholas H Lane,
HM Assistant Coroner for Worcestershire

Dear Mr Lane

DAVID ERNEST MASON (DECEASED)

I am writing in response to the preventing future deaths report that was sent to our executive officer at the Association of Ambulance Chief Executives and I respond as our Managing Director on behalf of AACE.

It may be helpful for us to explain that AACE is a private company owned by the English and Welsh Ambulance NHS Trusts. It exists to provide ambulance services with a central organisation that supports, co-ordinates and implements nationally agreed policy. Our primary focus is the ongoing development of the English ambulance services and the improvement of patient care. It is a company owned by NHS organisations and possess the intellectual property rights of the Joint Royal Colleges Ambulance Liaison Committee UK ambulance service clinical practice guidelines (the "JRCALC guidelines"). AACE is not constituted to mandate or instruct ambulance services however it has national influence via the regular meetings of ambulance Chief Executives and Trust Chairs along with a network of national specialist sub-groups.

Your first matter of concern relates to our 'JRCALC guidance' not being sufficiently clear that patients who may have suffered trauma or physiological stress also require steroid treatment, to prevent an adrenal crisis. The JRCALC guidelines have been in existence since the 1990's but it was only in 2022 that we decided that a standalone guideline for steroid dependent patients was needed. We have decided that the wording and emphasis on administering steroids to patients who suffer trauma or physiological stress could have more emphasis placed on it, so we are now in the process of revising our guidance. We worked closely with members of the Addison's disease self-help group and sought advice from The Addison's Clinical Advisory Panel Chair [REDACTED] in developing our current steroid dependent patients guidance and are now re-engaged with them again to ensure our revised guidance is accurate and will also reflect advice that is given to patients.

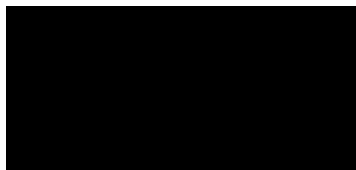
With regard to your second matter of concern about the advice given in ambulance control centres to people who call 999. Calls to 999 in the West Midlands region are assessed in accordance with the Department of Health National Guidelines using a process called NHS Pathways (NHSP) and therefore we have no responsibility for making changes to this system. We are aware from West Midlands ambulance service that the matter has been raised with NHSP. We are however aware of the development of an educational e learning package for call handlers so they have a better understanding and awareness of Addison's disease and steroid dependent patients. The package will be trialled in Yorkshire and is being developed in conjunction with The Pituitary Foundation. Once the learning package has been evaluated as effective, we will aim to push this out to other ambulance services for them to consider using for their own control room staff.

[REDACTED]

On behalf of AACE, I would like to extend our sincere condolences to the family of David Ernest Mason.

If you have any further questions please do not hesitate to get in touch.

Yours sincerely

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Managing Director

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