

**Ms Rachael Griffin**  
Coroner's Office for the County of Dorset  
Town Hall  
Bournemouth  
BH2 6DY

**National Medical Director**  
NHS England  
Wellington House  
133-155 Waterloo Road  
London  
SE1 8UG

25 August 2023

Dear Coroner,

**Re: Regulation 28 Report to Prevent Future Deaths – Ivan Rumenov Ignatov who died on 31 July 2020.**

Thank you for your Report to Prevent Future Deaths (hereafter "Report") dated 8 June 2023 concerning the death of Ivan Ignatov on 31 July 2020. In advance of responding to the specific concerns raised in your Report, I would like to express my deep condolences to Ivan's family and loved ones. NHS England are keen to assure the family and the coroner that the concerns raised about Ivan's care have been listened to and reflected upon.

It should be noted that many of the concerns raised in your Report do not fall under NHS England's remit and I am only able to provide comment on those concerns relevant to NHS England. I note that you have addressed your Report to several parties involved in Ivan's case, to include Dorset Police, who are better placed to respond to many of the concerns raised.

In responding to your Report, I have consulted with colleagues from the South West region, the national Mental Health Team, and the Specialised Commissioning Health & Justice Team.

Regarding your concern over accessibility of resources, NHS England encourages local systems to consider how to best meet the needs of their population and address any inequalities in access and support. That includes providing information in languages and formats to meet the needs of the population. Any translation and interpreting service are commissioned at a local level, to reflect the local and population needs.

You also raised a concern over custody release practices and guidance. In Ivan's case, while the Police did identify the need for referral to a mental health practitioner, it is not clear from your Report that a referral was made to the relevant Liaison & Diversion (L&D) Team or to the Police and Crime Commissioner (PCC) commissioned Police Custody Healthcare Services (PCHS) Team, who are commissioned by the Police directly, and who will advise the police on 'Fitness to Release' decisions. The L&D Team are a vulnerability service, not a local mental health crisis service. They are not responsible for providing any physical healthcare within a police custody setting or to undertake pre-release assessments, which falls under the remit of the PCHS.

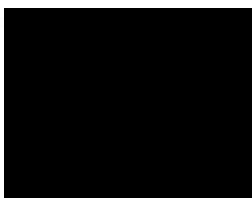
NHS England has been sighted on the agreed actions between Dorset Healthcare Criminal Justice Liaison and Diversion Team (Dorset CJLD) and Dorset Police to improve their working practices. There are a number of comprehensive actions being taken to include a new referral form and process between CJLD and the Police, joint training, a review of leaflets used to ensure that they are appropriate and can be understood by detainees, as well as a new memorandum of understanding between Dorset Police and the CJLD setting out the operational policy in place within the custody setting. This memorandum will be shared with NHS England so that it can be incorporated into the regular contract monitoring process. I understand that you have been informed of these actions separately by Dorset Healthcare University NHS Foundation Trust.

Search and rescue services such as Coastguard and Mountain Rescue are tasked through the Police and do not fall under NHS remit. Any multi-agency working such as that which took place during the search for Ivan should be governed by the Joint Emergency Services Interoperability Principles: [Home - JESIP Website](#).

I would like to provide assurances on national NHS England work taking place around the Reports to Prevent Future Deaths. All reports received are discussed by the Regulation 28 Working Group, comprising Regional Medical Directors, and other clinical and quality colleagues from across the regions. This ensures that key learnings and insights around preventable deaths are shared across the NHS at both a national and regional level and helps us pay close attention to any emerging trends that may require further review and action.

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,



National Medical Director