

15th February 2023

Mr Sean Cummings  
Assistant Coroner for Milton Keynes

**Medical Directorate**  
BLMK ICB  
Priory House  
Monks Walk, Chicksands  
Shefford Bedfordshire  
SG17 5TQ

**BY EMAIL ONLY**



Dear Mr Cummings

**Re: Regulation 28: Report to prevent future deaths**

Thank you for the Regulation 28 report dated 16<sup>th</sup> August 2023 following the inquest into the death of Mr Kelvin Igweani. I am writing to provide Bedfordshire Luton & Milton Keynes Integrated Care Board (BLMK ICB)'s response to the concerns raised in the inquest report.

Firstly, BLMK ICB would like to extend our sincere condolences to Mr Igweani's family and friends.

The matters of concern raised in the regulation 28 report to prevent future deaths are as follows:

*Out of hours and emergency mental health care for people who are not registered with an NHS GP in Milton Keynes may be obtained by attending the Emergency Department at the Milton Keynes University Hospital where mental health professionals are based. Through Kelvin's period of deteriorating mental health, which was obvious to those who knew him, his mother made repeated attempts to secure mental health assessment and care for him. Kelvin's mother was not directed clearly by the professionals she did have contact with, to take him to the Emergency Department for assistance. There was a gap which Kelvin fell through and he did not receive either mental health assessment or care. It was not possible to say that the failure to receive assessment or care resulted in Kelvin attempting to take the lives of others and succeeding in taking the life of his male neighbour.*

*It was clear that the lack of clear information and direction in regard to how to obtain that mental health assessment or care contributed to Kelvin not presenting for assessment which may possibly have averted the tragic events which unfolded on the 26th June 2021. This in turn raises the prospect that others, in similar predicaments may also be unable to obtain the care required.*

BLMK ICB acknowledge the concerns raised and have worked with our providers to look at pathways and to understand where learning is needed to ensure that others, in similar situations, can access appropriate care as required.

We will work with our primary care practices across BLMK to ensure that when patients are declined registration, which is appropriate as part of their contract such as with boundary limitations, the practices are able to share appropriate details on how to find and register with a GP practice such as through NHS Choices or through the ICB

[Find a GP - NHS \(www.nhs.uk\)](https://www.nhs.uk)

[Contact us - Bedfordshire, Luton and Milton Keynes Integrated Care Board \(icb.nhs.uk\)](https://icb.nhs.uk)

Through our primary care forums, weekly bulletins and working with Central and North West London (CNWL), we will ensure that practices in Milton Keynes are aware of the mental health single point of access which is a 24 hour and 7 day a week service, that gives advice on how to access local mental health services and can be accessed via email and/or by telephone.

We will work with CNWL to ensure that information regarding mental health crisis is available in surgery waiting areas across Milton Keynes. Will we extend this to our other mental health providers across BLMK to ensure crisis information is readily available in all BLMK primary care practices.

We will continue to work with our 111 providers with regards to the implementation of the dedicated process for mental health due to come into affect in Spring 2024.

These work streams will be reported through our Primary Care Delivery Group and System Quality Group. Thank you for bringing the concerns to our attention, we hope this response provides both yourself and the family of Mr Igweani with assurance that BLMK ICB takes these concerns seriously and are committed to ensure that improvements are made across our systems. However, should you have any further queries or concerns please do not hesitate to contact me.

Kind Regards



Chief Medical Director | BLMK Integrated Care System