

Please contact: [REDACTED]

Email: [REDACTED]

24 January 2024

Mr A Farrow
HM Assistant Coroner
HM Coroner Manchester South

Dear Mr Farrow

Re: Regulation 28 Prevention of Future Deaths Notice 2023-0513 – Claire Nicole Briggs

Thank you for your letter dated 8th December 2023 sent following the conclusion of your inquest into the death of Claire Nicole Briggs.

I understand that you will share our response with Claire's family and I wish to pass on our sincere condolences for their loss.

Through the Regulation 28 letter you have raised a concern which involves North West Ambulance Service (NWAS):

'A Joint Operating Protocol between the North West Ambulance Service (NWAS) and the five regional police forces designed to address the issues of which emergency service should take responsibility for incidents involving drug overdoses and the method by which the police officers attending such incidents prior to the arrival of the ambulance service can escalate their concerns over a person suspected to have taken a drug overdose, was in an advanced stage of completion, but was stalled in July 2022.'

Whilst I heard that discussions have recently recommenced, they now encompass the Right Care, Right Person model, the findings of the Manchester Arena Bombing Enquiry and that additionally, the Fire and Rescue Service and the British Transport Police have now become involved.

Pending agreement of a Joint Operating Protocol, there does not appear to be any consistent and reliable understanding in place across the police forces and the North West Ambulance Service to provide clarity as to the roles of the respective services and the method by which concerns about individual patients can be escalated to the ambulance service by police officers dealing with those who are suspected to have taken drug overdoses.'

As mentioned in your concern during the time of the inquest NWAS had engaged with all the North West Police Forces and were advanced in the development of a Joint Operating Protocol (JOP) for the opening, updates and closures of logs between NWAS and Police Forces. I can now confirm that four of the North West forces have now agreed and gone live with their JOPs and NWAS are making some slight amendments to the wording of the JOP with Greater Manchester Police (GMP) with the intention for this to be completed and signed off on the 1st February 2024. It will then go live in this area.

The main aims of the JOPs are to:

- Ensure clear process for sharing of information between agencies, understanding of primacy and a clear escalation process for any operational issues.
- Set out the process to follow for requesting open lines.
- Detail the key principles for establishing a lead agency.

- Detail the process to follow for contacting NWAS' clinical hub.

The JOP should mitigate the gap in process that you highlighted and the learning from Claire's tragic death and progress updates on the implementation of the Joint Operating Protocol will be overseen by the NWAS Regional Clinical Quality Assurance Committee which has representation from the Lancashire and South Cumbria Integrated Care Board (LSC ICB) as a commissioner of ambulance services.

I am grateful to you for raising these issues with the LSC ICB and I hope that this response has addressed the concerns raised. Should you require any further clarification or information, please do not hesitate to contact me.

Yours sincerely

[Redacted Signature]

[Redacted Name]

Chief Nursing Officer