

E: [REDACTED]

Date: 7<sup>th</sup> February 2024

Ms Joanne Kearsley  
HM Senior Coroner  
Coroner's Court  
Greater Manchester North

Dear Ms Kearsley

**Re: Regulation 28 Prevention of Future Deaths Notice – Charlene Roberts**

Thank you for your Regulation 28 Report dated 8<sup>th</sup> December concerning the sad death of Charlene Roberts on 12<sup>th</sup> January 2023. On behalf of NHS Greater Manchester Integrated Care (NHS GM), We would like to begin by offering our sincere condolences to Charlene's family for their loss.

Thank you for highlighting your concerns during the inquest. On behalf of NHS GM, we apologise that you have had to bring these matters of concern to our attention. We recognise it is very important to ensure we make the necessary improvements to the quality and safety of future services.

Following the inquest, you raised concerns in your Regulation 28 Report that there is a risk a future death will occur unless action is taken. We have worked with various departments within the ICB to review the concerns and ensure steps are taken to progress the concerns raised.

I hope the response below demonstrates to you and Charlene's family that NHS GM has taken the concerns you have raised seriously and will learn from this as a whole system.

This letter addresses the issues that fall within the remit of NHS GM and how we can share the learning from this case.

The medical cause of Charlene's death was confirmed as 1a) Cyclizine toxicity 2) Aspiration pneumonia, anorexia and factitious disorder.

**During the course of the inquest the court heard evidence from the GP who was responsible for obtaining weekly bloods to monitor her eating disorder. There is no commissioned pathway in Rochdale for GPs to refer patients who require bloods but who are compromised and therefore hard to obtain blood from. As a result patients are attending A&E departments for these to be taken.**

There are ten localities across the Greater Manchester system, each of these have commissioned phlebotomy services based on the communities they serve, this means that there are variations in service across the system.

As this incident occurred in Rochdale, we have sought a response directly from this locality.

There are a very small group of people who may be more difficult to take blood than others due to clinical presentation. Rochdale GPs do have the ability to arrange, on a case-by-case basis, where a compromised patient needs to have bloods taken with support from ultrasound.

We acknowledge that in this case the GP may have not been aware of this process and as such the process was reiterated to all GP practices via GP communications in January 2024.

In addition to the locality-specific actions as set out above, a GM level review of phlebotomy provision has been undertaken recently which has identified the variation in provision and sets out the intention to improve the consistency of offer to patients across Greater Manchester. This is also a priority deliverable of the Greater Manchester Primary Care Blueprint.

## **Actions taken or being taken to share learning across Greater Manchester:**


1. The regulation 28 and our response to be presented/shared with the Greater Manchester System Quality Group on 21<sup>st</sup> March 2024. This meeting is attended by commissioners, including commissioners of specialist services, localities, regulators, Healthwatch and NICE. Through sharing in this forum, we expect members to review and ensure learning is incorporated into their commissioned services.
2. The process to support bloods being taken from patients who are compromised reiterated to all GP practices via GP communications. This was completed in January 2024.

In conclusion, key learning points and recommendations will be monitored to ensure they are embedded within practice.

We hope this response demonstrates to you and Charlene's family that we have taken the concerns you have raised seriously and are committed to working together as a system including our service users, carers and families to improve the care provided.

Thank you for bringing these important patient safety issues to our attention and please do not hesitate to contact me should you need any further information.

Yours sincerely



Interim Deputy Chief Executive  
And Chief Nursing Officer  
GM Integrated Care



Place Based Lead  
GM Integrated Care – Rochdale