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National Medical Director

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09 May 2024

Dear Coroner,

Re: Regulation 28 Report to Prevent Future Deaths – Oliver Beswetherick who died on 4 September 2020.

Thank you for your Report to Prevent Future Deaths (hereafter “Report”) dated 21 February 2024 concerning the death of Oliver Beswetherick on 4 September 2020. In advance of responding to the specific concerns raised in your Report, I would like to express my deep condolences to Oliver’s family and loved ones. NHS England are keen to assure the family and the coroner that the concerns raised about Oliver’s care have been listened to and reflected upon.

Your Report raises the concern that Community Mental Health and Crisis Teams do not have the contact details of Psychiatric Liaison, Community Mental Health, and Crisis Teams within neighbouring boroughs.

All NHS services have access to the ‘Service Finder Tool’ which offers health and social care professionals accurate and up to date information on available services within a specific locality through a mobile-friendly interface that is quick and easy to use. It is primarily aimed at healthcare professionals who already have a care pathway in mind. Through NHS Service Finder, health and social care professionals can access a variety of service information, including comprehensive contact details, eligibility criteria, and referral instructions. Maps and directions to the services are also available, and public service information can be emailed directly to a patient.

Additionally, the NHS website has a [directory](#) which indicates the nearest mental health crisis line to a person’s postcode. This also allows clinicians to make the referral to the appropriate service or direct the patient/clinician for next steps.

The [NHS Long Term Plan](#) (LTP) recognised the crucial role of community mental health services and committed almost £1bn extra per year by 2023/24 to transform and expand the provision of community mental health services for adults and older adults with severe mental illness.

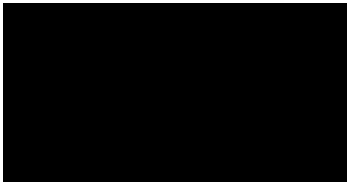
Since 2021, all areas have received significant additional funding to develop these new integrated models of primary and community mental health services, based around Primary Care Networks (PCNs). Services should adopt a ‘no wrong door’ approach to ensure people don’t get lost in the gaps between services. Services should be easy to access, flexible, tailored to individuals whole-life needs and

delivered as close to home as possible. Continuing to expand and embed the transformation of community mental health services remains a priority.

I would also like to provide further 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