



HM Coroner Peter Taheri
Assistant Coroner for Suffolk
By Email

East of England Ambulance Service NHS Trust
Headquarters
Whiting Way
Melbourn
Cambridgeshire
SG8 6NA

18 July 2023

Dear Mr Taheri,

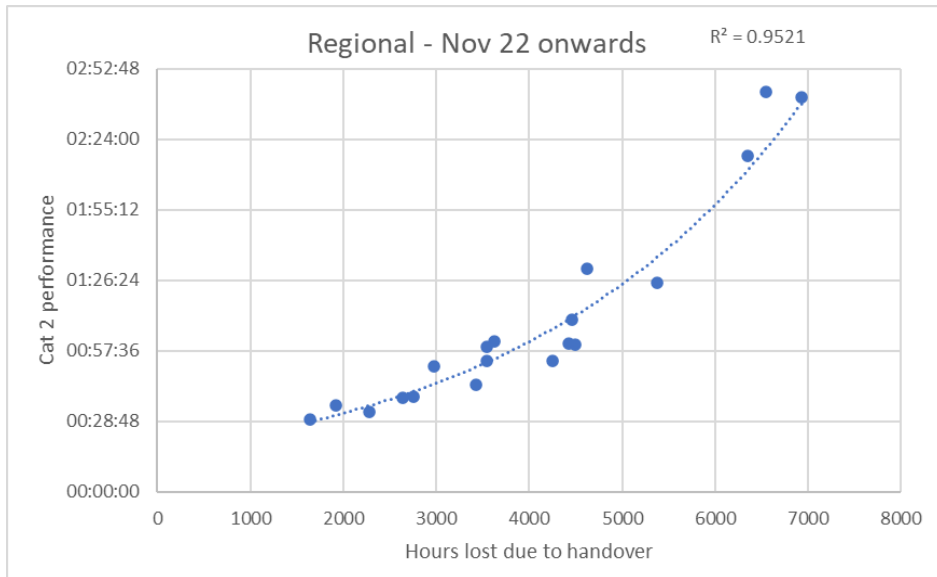
I am writing further to the inquest into the death of Michael James Francis Bray, which concluded on 16 February 2023. I understand that you heard from a number of Trust witnesses during the inquest and the Legal Services Team provided you with additional information post-inquest in relation to the actions the Trust is taking to respond to Category 2 calls. Following this you made a Regulation 28 Preventing Future Death report and this is the Trust's response to your concerns.

You acknowledge that action is being taken on both local and national levels in relation to the C2 response times (as this is not an issue specific to this Trust) however you have stated that the evidence from these actions is that these have been ineffective to date.

The Trust has an Organisational Performance and Improvement Plan (OPIP) where the main aim is to improve the Trust's response to patients demonstrated in national performance benchmarking and to increase the work-effective workforce. The plan is incredibly detailed and identifies actions on a granular level, however the attached presentation has been produced to provide a visual update on where we are with this work. I believe this demonstrates the Trust's commitment to improve our response times and the key areas of focus.

Meeting the C2 response time has been a challenge for all ambulance services. Modelling by NHS England (NHSE) demonstrates there is a strong relationship between hospital handover delays and the ambulance C2 performance. NHSE's regression model indicated that based on previous performance, in order to reach an average response time of 30 minutes for C2 patients, a maximum of 1,500 lost hours per week should not be exceeded (see graph below). Equally if more than 1,500 hours are lost per week, the C2 response time is unachievable.

The Regional NHSE oversight meetings have been formed to support this important maximum standard. Currently levels exceed this significantly and in Q1 weekly lost hours exceeded 2,700 hours per week.



We are continuing to work with NHSE and our other healthcare partners to improve our response times, particularly in relation to Category 2 calls. Please do not hesitate to contact me should you require any further information.

Yours sincerely

[Redacted signature]

[Redacted name]

Chief Executive Officer

[Redacted contact information]

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