

OUR SERVICES

Urgent and Emergency Care
Patient Transport Service
NHS 111



Joanne Kearsley
HM Senior Coroner
Manchester North

BY EMAIL ONLY

LADYBRIDGE HALL
399 Chorley New Road
Bolton
BL1 5DD

nwas.nhs.uk

21st September 2023

Dear Ms Kearsley,

Luke Brooks Inquest

I write further to my letter of 9th August 2023, to confirm the changes that have now been made with respect to procedure and policy within the 111 service regarding self-conveyance to hospital and information passed to the Out of Hours provider in this case, which was Go To Doc.

I will first address the former 111 policy relating to the exclusion of patients with chest pain from advice to make their own way to hospital. The revised policy now provides that all exclusions for self-conveyance, save for Category 1 incidents, will be removed, and patients will be asked if they can make their own way to hospital. These changes to the Standard Operating Procedure (SOP) were approved by the 111 SOP review group and then by the 111 Quality Business Group (QBG).

The second point to address arose during the evidence of [REDACTED] when she agreed that Mr Brooks did not directly refuse an ambulance and only advised he was unable to make his own way to hospital. Your concern in this regard was fed back to the 111 service with the suggestion that advisors must be clear that a patient is refusing an ambulance disposition with this being confirmed directly with the patient, wherever possible. This guidance was also approved by the 111 SOP review group and then by the 111 Quality Business Group (QBG).

The SOP, reflecting both above changes, went live on 5th September 2023 and the changes were communicated to staff via the 111 SharePoint site (locally called OneSpace) in line with all SOP updates.

Staff are provided with reading time across their duties to ensure that they are up to date on all changes within 111.

I trust this update is sufficient, however should you require any further clarification or information, please do not hesitate to contact me.

Yours sincerely,

A solid black rectangular box used to redact the signature of the solicitor.

Solicitor