



Department  
of Health &  
Social Care

Minister of State for Health (Secondary Care)

39 Victoria Street  
London  
SW1H 0EU

Our ref: [REDACTED]

HM Coroner Chris Morris  
Coroner's Court  
1 Mount Tabor Street  
Stockport  
SK1 3AG

By email: [REDACTED]

03 February 2025

Dear Mr Morris,

Thank you for the Regulation 28 report of 6 November 2024 sent to the Secretary of State about the death of Simon Boyd. I am replying as the Minister with responsibility for urgent and emergency care. I am thankful for the extension you have granted.

Firstly, I would like to say how saddened I was to read of the circumstances of Mr Boyd's death, and I offer my sincere condolences to his family and loved ones. The circumstances your report describes are very concerning and I am grateful to you for bringing these matters to my attention.

Your report raises concerns about ambulance response times and the script used by call handlers. In preparing this response, my officials have made enquiries with NHS England to ensure we adequately address your concerns. I understand NHS England are writing to you regarding the specific concerns you have raised on the current wording used in the NHS Pathways script by call handlers.

This Government recognises that in recent years, ambulance response time performance has been below the high standards that patients should expect. That is why this Government has committed to supporting the National Health Service to improve performance, including ambulance services achieving the safe operational response times standards set out in the NHS Constitution.

On 5 December 2024 the Government published the Plan for Change, which set out clear milestones in five national missions that set the mandate for the direction of change, including building an NHS that is fit for the future. The Plan for Change is available here: [https://assets.publishing.service.gov.uk/media/6751af4719e0c816d18d1df3/Plan\\_for\\_Change.pdf](https://assets.publishing.service.gov.uk/media/6751af4719e0c816d18d1df3/Plan_for_Change.pdf)

The Government has been honest about the challenges facing the NHS and it is serious about tackling the issues, however we must be clear that there are no quick fixes. We are determined to turn things around through providing investment and implementing reforms.

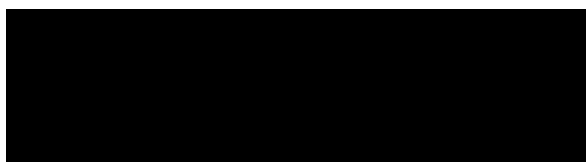
That is why the Chancellor announced £25.6 billion of additional healthcare funding over the next two years covering 2024-2026. In Spring 2025, to accompany this additional investment the Government will publish its 10-Year Health Plan, that will set out the radical reforms for the NHS so it can tackle the problems of today and tomorrow.

The 10 Year Health Plan will focus on ensuring three big reform shifts in the way our health services deliver care. First, from 'hospital to community' to bring care closer to where people live. Second, from 'analogue to digital' with new technologies and digital approaches to modernise the NHS, and third from 'sickness to prevention' so people spend less time with ill-health by preventing illnesses before they happen. The reforms will support putting the NHS on a sustainable footing for the future.

In the short-term, by this Spring we will set out the lessons learned from this winter and the improvements that we will put in place to improve urgent and emergency care ahead of next winter.

I hope this response is helpful. Thank you for bringing these concerns to my attention.

Yours sincerely,



**MINISTER OF STATE FOR HEALTH**