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**PRIVATE AND CONFIDENTIAL**

2<sup>nd</sup> June 2025

Mr Robert Simpson  
HM Assistant Coroner for Berkshire  
Via email only ([REDACTED])

Dear Mr Simpson,

I am writing to you in response to the concerns that you highlighted following the inquest hearing into the sad death of Sandra Ann Millard that concluded on 7<sup>th</sup> April 2025. Thank you for allowing us the time to review and respond to your concerns.

To confirm, your Regulation 28 report detailed your concerns regarding the difference in the questions asked by the NHS Pathways triage system when a patient is unable to get up from the floor compared to when they are stuck in situ. You highlighted that when a patient is lying on the floor with no reported injuries, questions are asked regarding whether the patient is alone and contact information for their next of kin or another person who may be able to attend to be with the patient whilst they wait for an ambulance. When a patient is unable to move from another position, such as from a chair, these questions are not asked.

Your Regulation 28 report was also issued to NHS England due to your awareness that the Trust is a user of the triage system and is not responsible for writing the algorithms which direct which questions are asked as part of the assessment. NHS England design and manage the NHS Pathways system and will be able to consider whether a change to the algorithm itself is appropriate.

At the inquest hearing you heard evidence from [REDACTED], Senior Quality Auditor at the Trust. [REDACTED] indicated to you that she understood your concerns and she would ensure that the issue was reviewed and addressed by the Trust. Thank you for including reference to this within your report.

In response to your concerns, a change in process has now been written by [REDACTED] in the form of a directive to staff. The changes will include:

- Ascertaining whether the patient is alone
- If they are alone, requesting the phone number for a relative, friend or neighbour who can be contacted on their behalf
- Triaging a patient who advises they are slipping from a piece of furniture under the NHS Pathways falls triage algorithm to ensure the assessment reaches a minimum of a Category 3 ambulance response disposition despite the patient not being on the floor at the time of assessment
- Documentation of the position the patient is in to aid any subsequent clinical assessment that is undertaken

- Referring the case to a clinician within the call centre once the triage has been completed so that a clinical assessment and where appropriate upgrade can be undertaken
- The direction that a case must not be closed without an appropriate response being sent to the patient.

The new directive was approved on 29<sup>th</sup> May 2025 and will be issued to all staff within the call centre along with an educational tool to clarify the importance of the change this month. We will write to you again to confirm that the new directive has been fully implemented within the call centre.

In addition to any potential changes that NHS England may make to NHS Pathways, to ensure that there is the opportunity for national learning to take place, our patient safety team will also share the changes that we have made to our processes with their counterparts.

I hope that this letter has adequately addressed the concerns that you have raised. Should you wish to discuss these matters further, please contact [REDACTED], Head of Legal Services at SCAS who will be able to facilitate this.

Yours sincerely,

[REDACTED]

[REDACTED]

**Chief Executive**