

From: [REDACTED]

To: [REDACTED]

CC: [REDACTED]

Sent: Fri Jun 27 2025 16:11:08 BST

Subject: RE: Your ref: [REDACTED] Our ref: [REDACTED]

(Attachments:) 1000184966.jpg, 1000184968.jpg

Dear Mr Long

Thank you for granting the Trust a short extension to respond to your request for confirmation as to the steps being taken to ensure that staff clearly understand what thrombectomy services are available. Please accept this message as the further information requested.

The Clinical Lead for Emergency Medicine at Royal Lancaster Infirmary (RLI) has advised that learning from Michelle's case and feedback from the inquest have been shared with the team by email and on the WhatsApp group. The RLI Emergency Department (ED) Service Manager has confirmed that the case was also discussed at the ED monthly clinical governance meeting.

Royal Preston Hospital (RPH) provides details of thrombectomy service hours via a weekly email. For UHMB, this has previously been sent to the Stroke Service Manager and the Matron for the Emergency Department at RLI but the RLI ED Service Manager has spoken with RPH to request a wider distribution to ensure everyone is sighted. The operational hours are shared with the WhatsApp group. It is also printed and added to the doctors' huddle folder and the daily ED huddle sheet for sharing with the team every morning. The huddles are short meetings held for communication purposes. The handover sheets are a structured record of the key issues in relation to patient care and staffing. Copies are attached above for reference. The RLI ED Service Manager, or deputy, also sends the thrombectomy service hours along with the weekend staffing lists, which are emailed out to the team every Friday.

From a nursing perspective, the service times have been shared with all staff and each individual member of the team is being spoken to and a record kept of the date and time when this is done. It has also been added to the nursing handover. Since the inquest, a "Thrombectomy hours" wipe clean board in the ED has been implemented, which the stroke nurses have agreed to update daily.

The UHMB Stroke team is available from 08:00 to 20:00 to facilitate access to thrombectomy and UHMB stroke nurses are on duty when the service is operational and are familiar with the arrangements.

I hope this information provides the reassurance required but if you would like anything further, please do not hesitate to contact me.

Yours sincerely

[REDACTED]

From: [REDACTED]

Sent: 25 June 2025 18:26

To: [REDACTED]

Cc: [REDACTED]

Subject: Re: Your ref: [REDACTED] Our ref: [REDACTED]

Granted

Mr Christopher Long
HM Senior Coroner
Lancashire and Blackburn with Darwen

From: [REDACTED]

Sent: Wednesday, June 25, 2025 6:14:01 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: Your ref: [REDACTED] Our ref: [REDACTED]

Dear Mr Long

I was informed that following the inquest touching the death of MM, you had some outstanding concerns about how clearly staff at University Hospitals of Morecambe Bay NHS Trust (UHMB) understood what thrombectomy services are available. I understand that witnesses gave evidence that the Trust was taking steps to address this and you asked that the Trust confirm what steps were being taken, within 28 days.

I have been provided with some relevant information to share with you but am waiting for clarification on a couple of points that weren't entirely clear to me as a non-clinician, so I write to ask if you would be kind enough to agree to the extension of the 28 day deadline until the end of this week please?

Yours sincerely

[REDACTED]

[REDACTED]

Head of Legal Services

University Hospitals of Morecambe Bay NHS Foundation Trust

Phone: [REDACTED]

Email: [REDACTED]

Web: <http://www.uhmb.nhs.uk>

Work-life balance is important, so while this is a good time for me to email, I do not expect a response outside normal working hours



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