



Department  
of Health &  
Social Care

Minister of State for Health (Secondary Care)

39 Victoria Street  
London  
SW1H 0EU

HM Coroner Jacqueline Lake  
Norfolk Coroner's Service,  
County Hall,  
Martineau Lane,  
Norwich,  
NR1 2DH

17 December 2025

Dear Ms Lake,

Thank you for the Regulation 28 report of 27 June 2025 sent to the Secretary of State for Health and Social Care about the death of Susan Elizabeth Clissold. I am replying as the Minister with responsibility for Workforce and I apologise for the delay in doing so.

Firstly, I would like to say how saddened I was to read of the circumstances of Mrs Clissold's death, and I offer my sincere condolences to her 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.

The report raises concerns about the number of district nurses within the Norfolk area and their capacity to attend to an increasing volume of patients in the community.

Officials within the Department of Health and Social Care have considered these concerns and concluded that the responsibility for the number and quality of district nurses sits with local Integrated Care Boards and NHS trusts. You may find it useful to redirect the Regulation 28 Report to these bodies to get a full and comprehensive response on the matters you have raised.

While the direct responsibility for the quality and number of district nurses sits with local Integrated Care Board and NHS trusts, I would like to assure you that the government recognises the constraints in which the NHS has operated in recent years. That is why this Government will publish a 10 Year Workforce Plan in spring to ensure we have a sufficient and skilled NHS workforce able to provide the right care, at the right time, in the right place.

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

Yours sincerely,



**MINISTER OF STATE FOR HEALTH**