

[REDACTED]

Dr Nicholas Shaw
HM Coroners Office
Fairfield
Station Road
Cockermouth
Cumbria
CA13 9PT

[REDACTED]

12th September 2025

Dear Dr Shaw,

Thank you for the Regulation 28 report of 30 June sent to the Secretary of State for Health and Social Care regarding the death of Thomas Raymond Mallinson. I am replying as the Minister with responsibility for urgent and emergency care.

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

Your report raises concerns of initial GP handling of the incident, high demand and communication issues between GP and 999 services, and information transfers between NHS111 and 999 in the North West. I understand that the SSP Health, Cumbria Health, and North West Ambulance Service should be responding to these respective concerns in due course. You also notified this case to the Secretary of State in the context of an 'overcomplex system' and the development of the 10-Year Health Plan. This response provides you an update in relation to this Plan and our work to improve urgent and emergency care (UEC) services.

The Government is clear that patients should expect and receive the highest standard of service and care from the NHS. The Government also accepts that the NHS's urgent and emergency care performance has been below the high standards that patients should expect in recent years. We have been honest about the challenges facing the NHS and we are serious about tackling the issues; however, we must be clear that there are no quick fixes.

Building an NHS fit for the future is one of the Government's five missions. I would like to assure you we are committed to continuing to improve NHS performance, to ensure all patients can access the right care first time, and in a timely manner.

In June 2025, we published our 10-Year Health Plan which sets out how we will reform the system, including UEC care services, with a key focus on shifting urgent care into the community through new Neighbourhood Health Services. The 10-Year Health Plan

focusses 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 plan also commits to a whole-system reform by creating a new NHS operating model, outcome-based funding, integrated digital records, and personalised care plans, ensuring services work together rather than in isolation. It aims to reduce overcomplexity through system-wide working and joined-up pathways. With respect to clinical neglect, the plan outlines a commitment to a new era of transparency, improved quality of care for all, and stronger inclusion of patient and staff voices. This effort aims to address and prevent unnecessary suffering caused by healthcare failures and broader issues within the NHS.

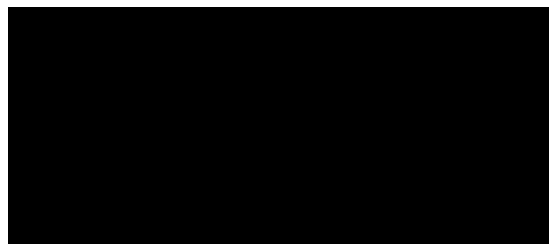
Regarding UEC services, we published our [Joint and Emergency Care Plan for 2025/26](#) on 6 June 2025 which sets out a fundamental shift in delivery, driving collaboration across the system to deliver improvements that will see the biggest impact on UEC performance. The Plan will:

- Commit to implement the recommendations from the NHS 111 review to make the service quicker and simpler to navigate.
- Undertake and implement the findings of an evidence-based clinical review of categorisation, with the aim of improving the clinical triage of 999 calls, by expanding overnight support for 999 call handlers and clinicians to provide urgent in-home care for clinically assessed patients with follow-up services available the next day.
- > Provide almost £450 million of capital investment for Same Day Emergency Care, Mental Health Crisis Assessment Centres and new ambulances, avoiding unnecessary admissions to hospital and supporting the diagnosis, treatment and discharge on the same day for patients.
- Reduce ambulance handovers to a maximum of 45 minutes, helping get ambulances back on the road quicker for patients, and reduce Category 2 ambulance response time to 30 minutes on average.
- Improve patient flow through hospitals, ensuring at least 78% of patients in A&E departments are seen within 4 hours and reduce the number of patients waiting over 12 hours for admission or discharge from an emergency department.

The reforms will support putting the NHS on a sustainable footing so it can tackle the problems of today and the future.

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

Yours sincerely,



MINISTER OF STATE FOR HEALTH