



HM Senior Coroner
Mr T. Brennan

LADYBRIDGE HALL
399 Chorley New Road
Bolton
BL1 5DD

[nwas.nhs.uk](https://www.nwas.nhs.uk)

Date: 15th August 2025

Dear Mr Brennan

We write in reference to the Regulation 28 report issued to Greater Manchester Police in connection with the sad death of Ms Elaine Tarbuck.

We understand that North West Ambulance Service (NWS) were not Interested Persons and did not receive a disclosure bundle therefore, we are limited in terms of the information we hold in respect of the incident. We felt a response to your concern was required as we aim to provide the court with any assistance if we are able.

In terms of NWS we note your concern as follows:

'In fact, calls to the non-emergency 101 and 999 emergency lines evaluated that this was a non-critical emergency and a presumed medical event. This created a significant delay before it was appreciated that entry would need to be forced and the Fire and Rescue Service were requested to attend.'

NWS received a call at 11:52hrs which was coded as a Category 3 response and arrived at 12:18hrs, which is within the Ambulance Response Programme timeframes set by NHS England.

As part of the collaborative efforts between NWS, North West Police Forces, and wider system partners in the implementation of the Right Care, Right Person (RCRP) model, NWS formally provided its organisational position on responding to Concern for Welfare calls in 2024. The below details our organisational response to 'Concern for Welfare' calls.

Confirmed Location.

- NWS are not equipped to conduct inquiries or execute searches for missing individuals. Consequently, NWS necessitate a verified location and assurance that the patient is indeed present at the specified location where an ambulance resource is being dispatched to. Additionally, NWS rely on accurate contact information, ensuring that any provided contact number will connect us directly with the patient.
- A confirmed location means that the caller has evidence or good reason to believe that the patient is at the location provided.
- NWS does not have the legal powers, nor the equipment to force entry to properties, this should be considered before any call for assistance is made.

Confirmed Physical or Mental Health Complaint.

- As an ambulance service, NWS's primary function is to prioritise and respond to the medical needs of patients, whether this is face-to-face or via other methods, therefore, it is not the expected primary response for those who have no medical need to require our assistance.
- A confirmed physical or mental health complaint means that the caller has evidence or good reason to believe that a patient or service user is currently suffering from a physical or mental health issue which requires either a face-to-face assessment or telephone response.
- It cannot be assumed that an individual who is contactable, is in need of medical assistance. Similarly, patients who have left a healthcare facility have the right to do so, therefore the rationale as to what role an ambulance response will play and whether it is ethical and legal to dispatch one to a patient who has refused care or treatment must be provided.

Whilst it is acknowledged that, in the case of Ms Tarbuck, NWS did deploy a resource following a call made to us, it is important to note that this deployment was not in line with our current procedures for Concern for Welfare incidents.

Based on the information provided at the time of the call, there was insufficient evidence of a confirmed location or a clear medical need, both of which are required criteria for ambulance deployment under the NWS Concern for Welfare procedure.

NWS, in partnership with Greater Manchester Police (GMP), has identified a recurring thematic issue involving calls being passed from GMP to NWS that do not meet the agreed threshold for Concern for Welfare as outlined in the Right Care, Right Person stakeholder meetings. These concerns have been formally escalated to Senior Leaders within GMP and to the Deputy Mayor for further consideration and action.

In response, a number of collaborative measures have been implemented to address this issue and strengthen inter-agency working. These include:

- Delivery of targeted training briefs to enhance understanding of the Concern for Welfare criteria.
- Review of incident logs to identify trends and learning opportunities.
- Visits by GMP supervisors and managers to the NWS control room to observe triage and decision-making processes in real time.
- Ongoing regular meetings between NWS and GMP leadership teams to monitor progress, share insights, and maintain alignment.

These initiatives contribute to ongoing improved collaboration and aim to reduce the risks associated with inappropriate call transfers, and shared understanding of service commissioning gaps which require review by commissioning colleagues.

NWS remains fully committed to working in partnership with GMP to support their ongoing implementation of the Right Care, Right Person approach. Our focus continues to be on maintaining patient safety, ensuring appropriate use of emergency resources, and identifying further opportunities for collaboration that strengthen service delivery across both organisations.

We trust that you are satisfied with NWS's response but please do not hesitate to contact us should you have any further questions or concerns and we will do our very best to assist you.