



Ms Joanne Kearsley
Deputy Chief Coroner
Manchester North Coroners Court

LADYBRIDGE HALL
399 Chorley New Road
Bolton
BL1 5DD

By Email Only


nwas.nhs.uk

13 October 2025

Dear Ms Kearsley

Regulation 28 Report – Inquest Touching the Death of Masood Hamid

I write further to your Prevention of Future Deaths Report dated 20 August 2025, which was issued to North West Ambulance Service (“NWAS”) following the conclusion of the inquest touching the death of Mr Hamid.

I am aware that you will share my response with Mr Hamid’s family, and I firstly wish to express my sincere condolences to them. NWAS’ core purpose is to save lives, prevent harm and provide services which optimise the likelihood of positive patient outcomes.

Through the Regulation 28 report, you have requested that NWAS considers your matters of concern and have suggested that action is taken to prevent future deaths occurring in the future. I am aware that no NWAS witnesses were present at the inquest hearing and that NWAS was not granted Interested Person status to the proceedings. However, by this letter I will address the concerns raised as far as I am able.

- 1. There was ineffective communication between GMP and NWAS between 21:28 hours and 23:45 which delayed the deployment of officers to assist NWAS staff with the transportation of the deceased. This delay meant a prolonged period of distress and agitation which contributed to the stress placed on the deceased.**

Following conclusion of the inquest, and upon receipt of your report, the care provided to Mr Hamid was retrospectively reviewed at the Trust’s CCRG (Complex Case Review Group) and PSEC (Patient Safety Events Committee) meetings which are attended by senior clinicians including the Trust’s Chief Consultant Paramedic. I have been advised that following the review no issues have been identified regarding the care provided by NWAS as part of that process. The actions of the crew were in accordance with the high standard of care that I would expect from my colleagues.

Due to the concerns you raised regarding communication with Greater Manchester Police (“GMP”), the Trust’s Mental Health Liaison Lead contacted GMP to review this further. There is a joint protocol in place between NWAS and GMP which contains Guidance on ‘Transporting Mental Health Patients’ which governs the way our respective organisations work together. I enclose a copy of the protocol for your consideration, and within section 4.5 it outlines the roles for NWAS staff in these types of circumstances, and also the role of GMP in terms of their

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attendance to support NWS when a patient is aggressive and/or violent.

Unfortunately, having liaised with GMP regarding Mr Hamid's case, there is an acceptance that the individual Police decision to close the incident and not attend to support NWS was incorrect on this occasion, and not in line with the agreed protocol. I understand GMP are taking action in relation to this and will be writing to you further in that regard.

In any event I wish to assure you that NWS and GMP work very closely together, and we pride ourselves on the effective communication that is in place between our organisations. Some of the ways in which we can demonstrate this is by the twice daily meetings in place between GMP and NWS duty managers to ensure there is open dialogues around call logs and any concerns that may arise. NWS attend the Regional Police Forums where RCRP (Right Care Right Patient) is regularly discussed. GMP are also undertaking training within the control room at NWS to ensure they fully understand the service with a view to constantly drive improvements to learn from incidents.

Having reviewed the timeline of events in relation to Mr Hamid, it is the Trust's view that there was good communication in place between NWS and GMP, but unfortunately an individual incorrect decision was made on this occasion.

I am grateful to you for bringing this matter to my attention and I am sorry that you felt it necessary to issue a Prevention of Future Deaths Report to NWS. If you require any further clarification or information, please do not hesitate to contact me or the Trust's Deputy Director of Corporate Affairs, [REDACTED]

Yours sincerely

[REDACTED]

[REDACTED]

Chief Executive