



Confidential

Dr Elizabeth Didcock
Assistant Coroner for the Coroner
Area of Nottinghamshire

Trust Headquarters
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3 November 2025

Dear Dr Didcock

Re: Report regarding the case of Zara Cheesman deceased.

Thank you for your letter dated 25 September 2025 regarding the Regulation 28: Prevention of Future Deaths report following the inquest into the death of Miss Zara Cheesman.

East Midlands Ambulance Service (EMAS) is fully committed to learning from serious incidents and ensuring that our services continually evolve to meet the highest standards of patient care and safety. We have undertaken a comprehensive review of the concerns raised in your report and have implemented a series of targeted actions to address the issues identified.

Organisational understanding of the issues raised regarding clinical assessment of children and young people

Under the leadership of our new Clinical Director the organisation is reviewing our approach to clinical governance, leadership and supervision. Senior clinicians in the Trust have been appointed to lead specific areas including a lead for children and young people. We acknowledge the shortcomings in the assessment and conveyance decisions in Miss Cheesman's case and EMAS is now strengthening its systems to ensure robust paediatric assessment and decision-making by our frontline clinical teams. All staff have access to the national ambulance clinical guidelines published by the Joint Royal Colleges Ambulance Liaison Committee (known as the JRCALC app) and these include specific guidance for febrile illness in children and medical emergencies in children.

These form the basis of our educational content and clinical practice. In addition, all clinical staff have access to age-appropriate tools via our electronic patient record system (ePRF), including the Paediatric Observation Priority Score (POPS2), implemented in collaboration with East Midlands Acute Trusts.

We have reinforced education around the appropriate use of physiological scoring systems, including NEWS2, through our annual training programmes and point-of-care guidance. A Trust-wide education initiative focused on paediatric conveyance decisions has been launched, supported by staff engagement events and a newly established working group to review policy effectiveness.

To ensure immediate impact, we have issued a clinical bulletin outlining essential paediatric care principles, including mandatory referral protocols for non-registered and newly qualified staff. Additionally, we have adopted the UK Sepsis Trust's standardised tool for paediatric sepsis assessment and management.

Audit and Monitoring of Clinical Practice

We have expanded our clinical audit programme to include mandatory reviews of paediatric care episodes. This ensures that both remote and face-to-face interactions are assessed for adherence to clinical guidelines.

To enhance oversight, we have introduced compliance tracking for clinical bulletins and integrated this into our performance monitoring structures.

Clinical support is available 24/7 via our central and divisional hubs, staffed by specialist clinicians and leadership teams. We also maintain strong links with external partners such as NHS 111, community teams, and specialist services, which are regularly utilised to support decision-making. As a part of developing our clinical leadership and supervision framework we have commenced a review of our remote support provision including the use of specialist and advanced paramedics.

Continuing Professional Development (CPD)

EMAS recognises the importance of ongoing professional development, including paediatric care. All staff have access to the nationally endorsed "Spotting the Sick Child" e-learning programme, and annual resuscitation training for children and young people is mandatory.

In 2025–26, we have prioritised education on safe conveyance decisions involving children and young people. We have also hosted multidisciplinary workshops to gather staff insights and shape future CPD offerings. Registered clinicians benefit from access to ParaPass and ParaFolio, which digitally support guideline-aligned learning and portfolio development.

I hope that this response provides you with the appropriate level of assurance in relation to our commitment to continuous improvement of our services.

Yours sincerely



Chief Executive