

28<sup>th</sup> April 2026

To Mr Alan Anthony Wilson Senior Coroner for Blackpool & Fylde

We have received your report regarding the death of Mr Martin Ormond. We would like to express our sincere condolences to the family of Mr Ormond. We have carefully considered your report. We have discussed the case with relevant persons within our service

We do not know exactly what happened on the 23<sup>rd</sup> January 2025 but we think it likely that we would have made an assumption that; an email sent to the same email address as the original report, within a few minutes and marked as amended, would be read immediately whilst the patient was still there, and that sending an email would get the message through quicker than calling the surgery - as in our experience (with calling practices in general) waits to get through by telephone to GP practices are usually long.

Having heard the evidence of the nurse at the hearing we see that such an assumption would not have been correct – as the nurse in this case said he did not see our second email.

In the light of this evidence, we have recently instructed all relevant staff that; if an ECG shows significant abnormalities that may warrant an A&E admission and an amendment is made that adds to the urgency, then in such cases, in addition to sending an email, we should also always try to call the surgery to notify them. (Although as noted above, surgeries often do not answer calls in a timely manner.)

This message has been communicated to all relevant staff on the 20<sup>th</sup> April 2026.

We hope this addresses the concern raised to your satisfaction.

Yours sincerely,



Director of Broomwell Healthwatch