



Executive Offices

The Curve
Bury New Road
M25 3BL



PRIVATE AND CONFIDENTIAL

Mr Benjamin Myers KC
HM Assistant Coroner for Manchester South
Stockport Coroner's Court
1 Mount Tabor Street
Stockport
SK1 3AG

28th April 2026

Dear Mr Myers

Re: Mark Hughes (deceased) Regulation 28 Preventing Future Deaths Response

Thank you for highlighting your concerns following Mr Hughes inquest which concluded on 26th February 2026. On behalf of Greater Manchester Mental Health NHS Trust (GMMH), I would like to offer Mr Hughes's family our sincere condolences for their loss.

During the Inquest evidence was heard that the mental health Primary Care Nurse (PCN) was unable to make a direct referral to the Trafford Home-Based Treatment Team (HBTT), as an alternative to hospital admission. PCN's were able to refer directly to HBTT in other boroughs of the Trust. In Mr Hughes case, the PCN was required to make the referral through the Community Mental Health Team (CMHT) who have up to 5 days to arrange an assessment. The CMHT do not operate at weekends, and this led to further delays in an assessment and referral to HBTT.

Following Mr Hughes death, the Trust carried out a review of care and treatment and identified learning with an action to explore whether a PCN can refer directly to HBTT.

Please see the Trust's response in relation to the concerns you have raised, and the actions taken by the Trust:

In South Trafford, a service user cannot be referred directly to the HBTT from a general practice where:

- i. there is an urgent referral arising from a high risk of self-harm and / or suicide;**
- ii. where this referral is considered necessary by the general practice professionals;**
and,
- iii. where such a referral could be made were it to take place in other boroughs within the area covered by Greater Manchester Mental Health NHS Foundation Trust.**

I am sorry that you were not provided with clear information in the Inquest in relation to whether the PCN could refer directly into mental health services in Trafford.

To confirm mental health practitioners based in general practice, such as PCN's, can refer directly into HBTT in all boroughs of the Trust, following an assessment of the persons mental health.

This information has been shared with urgent care staff and our PCN colleagues via a Practice Note issued on 28th April 2026 and will be included in the May edition of the Trust Patient Safety Newsletter that is shared with all staff across the Trust electronically by 28th May 2026.

In addition, a planned away day is scheduled to take place on 6th May 2026 lead by the clinical service managers for urgent care, during which senior operational leads will meet to review and confirm the HBTT Standard Operating Procedure (SOP). The SOP that went live in February 2026 has a list of services that can refer into HBTT and states that this is not an exhaustive list and that GMMH operate an inclusive referral process to support all GMMH internal teams. This session will be used to clearly outline referral pathways and operational expectations across all GMMH HBTT services. The away day will specifically reinforce that all GMMH services, including Living Well and PCNs, can refer directly to the HBTT, ensuring timely access to urgent care services when needed and this work is intended to reduce variation, improve shared understanding, and strengthen safe, equitable access to HBTT services across the system.

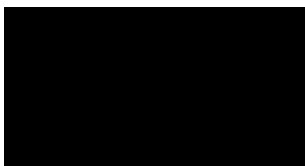
Where a general practice does not have specific mental health staff the GP's can currently refer for a mental health assessment by referring to the Neighbourhood Team or the Community Mental Health Team (CMHT).

As part of the transformation of community mental health services GMMH are implementing a Referral and Assessment hub who will triage all external referrals and direct to the most appropriate service. These hubs are already in place in some areas of the Trust; the SOP will be finalised by the end of May 2026 and there will be a Referral and Assessment hub functioning in all areas of the Trust by the end of August 2026 enabling GP's and other professionals to have a single point of referral.

If a referral is assessed to be urgent the GP can initiate a mental health act assessment or refer the patient to A&E where they can be seen by the Mental Health Liaison Service (MHLS).

I thank you again for bringing these matters of concern to the Trust's attention. If you have any further questions in relation to the Trust's response, please do let me know.

Yours Sincerely



Chief Operating Officer

Please contact us if you require support with this information including other language, audiotape, Braille or larger print.