



HM Prison &
Probation Service

[REDACTED]
Director General of Operations
HM Prison and Probation Service
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London
SW1H 9AJ

James Puzey
Assistant Coroner for
Worcestershire
Coroner's Court
Martins Way
Stourport-on-Severn

[REDACTED]
11 May 2026

Dear Mr Puzey,

REGULATION 28 REPORT TO PREVENT FUTURE DEATHS: MR SURENDRAKUMAR PATEL

Thank you for your Regulation 28 report of 10 March 2026 following the inquest into the death of Surendrakumar Patel at HMP Hewell on 31 October 2024. I am responding on behalf of His Majesty's Prison and Probation Service (HMPPS).

I know that you will share a copy of this response with the family of Mr Patel, and I would like to express my condolences for their loss. Every death in custody is a tragedy and the safety of those in our care is my absolute priority.

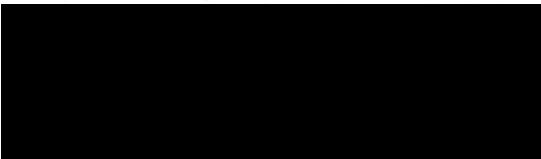
Following evidence heard at the inquest you raised concerns directed to both HMPPS and Practice Plus Group (PPG). I understand PPG will respond to those issues relating to the delivery of healthcare at HMP Hewell, for which they are responsible. I am therefore responding to the issue relating to HMPPS.

You identified concern regarding the understanding among prison staff of the PPG food refusal policy at the time and specifically the requirement for staff to inform the next of kin in circumstances where a prisoner has been identified by healthcare as refusing foods and/or fluids. Whilst not fully explored during the inquest hearing, I can assure you that appropriate consideration of contact with the next of kin was given, as part of operational consideration of Mr Patel's wellbeing. Mr Patel initially indicated that he did not wish his daughter to be contacted but when he later expressed a wish to write to her, this was promptly supported and facilitated by staff.

HMPPS recognises the importance of family involvement at times of increased vulnerability including where a prisoner is refusing food and/or fluid. A joint review of HMP Hewell's food refusal policy has since been undertaken in partnership with healthcare colleagues. This review has strengthened clarity around the consideration of contact with next of kin when a healthcare professional identifies a serious risk to an individual's health. Following the completion of the review, awareness sessions will be delivered to prison and healthcare staff involved in managing and supporting prisoners who refuse food, including contact with the next of kin, to support consistent, compassionate, and informed practice.

Thank you again for bringing your concerns to my attention. I trust that this response provides assurance that action is being taken to address the matters that you have raised.

Yours sincerely,

A large black rectangular redaction box covering the signature of the Director General of Operations.

Director General of Operations