

HM Coroner South Manchester
Coroner's Court
1 Mount Tabor Street
Stockport, SK1 3AG

09/07/2026

Dear HM Senior Coroner Alison Mutch

Re: Edith May Jones Date of Birth :22/05/1932; Date of Death: 17/10/2025
Address: 4 Windermere Road, Hyde, Tameside, SK14 4PU
Place of death: Stamford Unit, Darnton Road, Ashton Under Lyne.
Date of Inquest:17/04/2026

Response to Report to Prevent Future Deaths

Thank you for your Report to Prevent Future Deaths dated 15 May 2026 concerning the death of Edith May Jones, who sadly died on 17 October 2025.

First, I would like to offer my sincere condolences to the family and friends of Ms Jones.

I understand that one concern has been directed to The Brooke Surgery ('the Practice'), namely: *'5. The GP practice did not have an effective system to promptly triage referrals from the 111 service or information provided by a patient's family.'*

On 28 August 2025, the Practice was notified that NHS 111 had been contacted regarding Ms Jones. A member of the Practice's administrative team spoke with Ms Jones' daughter to obtain further information, correctly recognised that clinical assessment was required and sought to contact the duty GP for advice through multiple channels. The duty GP was not immediately available as they were managing other clinically urgent matters, however, contact was promptly made with Ms Jones' carers and further information was obtained from them within two hours. The following morning, a Nurse Practitioner from the Practice spoke with the carers and it was agreed that Ms Jones required escalation to hospital.

The Practice has carefully reflected on this incident and has implemented a number of changes to strengthen its systems and ensure that potentially urgent information is consistently identified, prioritised and actioned by an appropriate clinician.

In September 2025, the Practice introduced a revised on-call structure whereby each clinical session is supported by both a duty clinician and a second on-call clinician. This change, introduced as part of wider service development, has strengthened resilience within the clinical triage system, provided additional support for the escalation of urgent concerns and reduced reliance on a single clinician during periods of high demand.

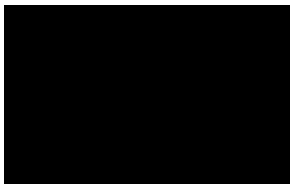
On 9 June 2026, a Significant Event Analysis was completed, and the learning from this was shared with Practice staff at a clinical meeting on 18 June 2026.

Following this, the Practice implemented a new External Clinical Communication and Triage Protocol ('the Protocol'), which sets out the Practice's approach to the receipt, prioritisation, escalation and documentation of external clinical communications. The Protocol and its particulars were presented to staff at the clinical meeting on 18 June 2026. It has also been made available on the Practice's internal knowledge platform, TeamNet, for staff review and future reference.

The Practice intends to review the effectiveness of the Protocol in September 2026, and the management of NHS 111 referrals will form part of the Practice's periodic governance and audit processes.

If the Practice can be of any further assistance, please do not hesitate to contact me.

Yours sincerely



GP Partner
The Brooke Surgery

Operations Manager: [REDACTED], Business Manager: [REDACTED]

20 Market Street, Hyde, SK14 1AT

