Tameside and Glossop Integrated Care NHS Foundation Trust

[redacted]
Chief Executive Officer
Tameside Hospital
Ashton-under-Lyne
OL6 9RW

16th October 2026

Private and confidential

To be opened by the addressee only
HM Coroner
Coroner's Court
1 Mount Tabor Street
Stockport
Cheshire
SK1 3AG

Dear HM Coroner

Name: Catherine Kirkham
Date of birth: 16/11/1942
Date of death: 04/03/2025
Your Ref: 41272184

Firstly, on behalf of the Trust, I would like to express my sincere condolences to Mrs Kirkam's family for their loss. I would also like to apologise for the delay in responding.

We have carefully reviewed the concerns that Ms Gill raised in her Regulation 28 report, specifically in relation to access to GP information and the Emergency Department (ED) documentation and we respond to those concerns in detail below.

The Greater Manchester Care Record (GMCR) is a shared digital health and social care record used across Greater Manchester. It brings together information from NHS and care organisations into one secure record so that health and care professionals can access the information they need to provide safer and more coordinated care.

It includes information such as current health conditions and diagnoses, medications, allergies, test results, care plans, mental health information, social care information and information provided by patients and carers through the “My GM Care” application.

Access is limited to authorised health and social care professionals involved in a person's care for example GPs, hospital clinicians, community health teams, mental health services, social care staff and ambulance services and other specialist NHS services.

The GMCR was developed to improve patient safety, reduce the need for patients to repeat their medical history, enable faster and better-informed clinical decisions, improve coordination between organisations and support integrated care across Greater Manchester. The GMCR covers nearly the entire Greater Manchester population, connecting hundreds of GP practices and health and care organisations across all ten Greater Manchester boroughs. It is used by thousands of frontline staff each month to support patient care.

Within the Trust, our clinicians can view important information diagnoses, medications, allergies, test results, care plans and recent contacts with other services without needing to contact multiple organisations. This can be particularly valuable in emergency and out-of-hours settings. Staff must complete role-appropriate training and be authorised to access the system as part of their professional duties. Extensive training has been rolled out across the organisation on the use of GMCR.

In addition to GMCR training, staff also complete Information Governance training, Data Security Awareness training/Cyber security training and specific electronic patient record training. The Trust has continued to strengthen its utilisation of GMCR to improve access to patient information. This enables clinicians to view relevant records held by NHS and GP organisations, supporting more informed clinical decision-making, improved communication between services and enhanced continuity of care.

Usage of GMCR is monitored via the Greater Manchester Integrated Care Board (GMICB) and discussed at Digital Transformation Board, however, training has been delivered through Grand Rounds, we have undertaken clinical engagement with frontline teams and supported engagement sessions to promote the value of GMCR in clinical practice. We are also currently liaising with the GMICB directly on how to collate usage data that can be shared with the Trust on a regular basis.

It was also identified that there was a lack of accurate documentation relating to clinical diagnosis and tetanus booster. This was identified during the inquest to be an individual oversight. However, noting the coroners concerns in respect of this, the Trust has identified opportunities to strengthen the quality, consistency, and accessibility of clinical documentation within the ED.

There has been reinforcement of documentation standards through education and regular documentation peer reviews have been undertaken, emphasising the importance of contemporaneous, comprehensive, and accurate record keeping. Documentation peer reviews were introduced to monitor compliance with record-keeping standards and identify areas requiring further improvement. These peer reviews aim to support continuous learning and quality improvement and supporting safer and effective patient care and included the following headings:

1. Triage and clinical assessment
2. Treatment and interventions
3. Investigations and results
4. Discharge and safety netting
5. Overall documentation

These peer reviews were carried out from 18th May to 9th June 2026 of a random selection of 60 patients. Documentation compliance was 70% and the peer reviews will continue in October/November 2026 with regular cycles continuing thereafter. Clinical staff have been reminded of the importance of clearly documenting tetanus risk and management decisions in line with Trust guidance. These actions are intended to improve the completeness and consistency of clinical records, support adherence to national guidance, and provide greater assurance that tetanus risk is appropriately considered and recorded for all patients presenting with wounds.

The Trust are committed to improvement and note the importance of clear, contemporaneous and easily accessible clinical documentation. Learning has been shared across teams within the Trust and through enhanced documentation standards, peer reviews and senior oversight, the Trust will continue to strengthen patient safety and reduce the risk of similar incidents occurring in the future.

I do hope that this letter provides you with further reassurance, however, should you have any queries arising from the content of this letter or require further information or clarification, please do not hesitate to contact Legal Services [redacted]

Tameside and Glossop Integrated Care NHS Foundation Trust

Yours sincerely

[redacted]

[redacted]

Chief Medical Officer and Caldicott Guardian
On behalf of [redacted] (Chief Executive Officer)
Tameside and Glossop Integrated Care NHS Foundation Trust