

**W72936 Action Plan
NHSE/I Independent Investigation**

No	Recommendation	Actions required	Level for Action (Individual/Team/Directorate/Organisation)	Identified Lead	Target Date	Progress RAG status
1	The Trust should evaluate the senior primary care mental health nurse practitioner role in south east Essex to establish whether it has facilitated the management of depot medication and mitigated the risk of patients not receiving it.	Undertake evaluation of the senior primary care mental health nurse practitioner role and report on: a. Whether the role has facilitated the management of depot medication b. Mitigated the risks of patients not receiving prescribed depot medication. Following the evaluation, implement any recommendations/required changes to the role.	Service	Director of Service	30.09.21	
2	The Trust, Local Medical Committee and relevant Clinical Commissioning Groups should develop and agree a shared protocol for the administration of depot medication in the community. This should include agreement as to which party is responsible for undertaking the initial patient assessment, and for the initial and ongoing administration of depot medication.	Requirement one: To develop a new model of care for SMI (Serious Mental Illness) Mental Health for Adults and Older Adults to be embedded and delivered in Primary Care Networks (PCN) across Mid and South Essex. Actions required: 1. Task and finish group to co-produce a Mental Health Continuing Care and Prescribing Protocol for General Practitioners and Psychiatrists in relation to identified medications (including depot antipsychotics) 2. To develop Principles of Continuing Care' document that will include more clear guidelines on patient care and where the responsibility and accountability will lie	Organisation	Mid and South Essex mental health commissioners	30.09.21	

		<p>3. Undertake patient focus groups to ensure patients, carers and families voices inform these protocols.</p> <p>4. Ratify protocols through the medicines management committee and mental health governance structures.</p> <p><u>Requirement two:</u> To develop a business case to support EPUT's delivery of a robust model of SMI Mental Health care patient long term medication needs.</p> <p><u>Actions required:</u> Mental Health Commissioners to produce a business case to support EPUT delivery.</p>				
3	The Trust should assure itself that electronic patient records only give staff access to the patient's current GP contact details and that all other out-of-date contact details are archived.	Review of electronic patient records to confirm that all out of date contact details are archived.	Organisation	Director of IT	30.09.21	
4	The Trust should assure itself that concerns submitted by families or members of the public regarding a patient are documented, subject to assessment and review, and where appropriate proactively acted on. In instances where action is not taken, the rationale should be documented.	<p>Review of the Trust's CPA Policy and Procedure (CLP30) and Clinical Risk Assessment and Safety Management Policy and Procedure (CLP28) to ensure that both policies include explicit guidance on actions required following concerns raised by families or members of the public about a specific patient.</p> <p>Learning from this incident and any amendments to Trust policies to be shared in Trustwide learning forums.</p>	Organisation	Directors of Mental Health	30.09.21	
5	The Trust should put a	Review and improve Trust's system for	Organisation	Head of	30.09.21	

	<p>system in place to ensure that internal investigation report findings are shared with service users, their families, and that other affected parties are taken into account.</p>	<p>sharing the findings and learning of patient safety incident investigations and reviews.</p>		<p>Patient Safety Incident Management</p>		
<p>Director responsible for action plan:</p>						
<p>Action Plan Completion Date:</p>						
<p>Reviewed and approved by/date:</p>		<p>EPUT Executive Nurse EPUT Chief Operating Officer EPUT Executive Medical Director</p>				