

# Action Plan in response to the PPO Report into the death of

## Ms Catherine Botwright on 18 May 2024 HMP New Hall

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare should ensure that all external hospital appointment locations are cross referenced against referral information/hospital confirmation letters to ensure patients are taken to the correct appointment location.	Accepted	The incident where our patient presented at the wrong hospital was unfortunately due to human error. The member of staff responsible at the time was made aware and an incident report was raised using the datix system. All healthcare staff involved in external hospital appointments (admin and primary care staff) have been reminded on the importance of the above during a group discussion, after our initial clinical case review.	Head of Healthcare Deputy Manager Practice Plus Group	Completed