

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 |