

Action Plan in response to the PPO Report into the death of Ms Fay Newman on 20 July 2025 at HMP Downview

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare should ensure that healthcare staff are properly trained to recognise and escalate red flag symptoms in relation to back pain, and that they understand when to make urgent GP or emergency referrals and how to record the urgency of the referral.	Accepted	All primary care staff to complete "Deteriorating Patient" training /simulation which covers the following areas: <ul style="list-style-type: none"> understand how to recognise, assess a deteriorating patient understand the escalation process of a deteriorating patient understand diagnostic overshadowing, team working, and human factors 	Head of Healthcare Central North West London NHS Trust	March 2026
2	The Head of Healthcare should ensure that two-week wait cancer referrals are properly monitored and escalated if appointments are not actioned in the timeframe.	Accepted	Admin to formulate a 2-week rule tracker which identifies a patient from the point when a referral has been made, appointment made through to hospital and patient being seen by hospital team. Admin to track any delays and call the hospital for update and/or note reasons for delay for escalation purposes.	Head of Healthcare Central North West London NHS Trust	March 2026