

Action Plan – Adekola Balogun. HMP Belmarsh. NC . 06/01/2017

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that reasons for missed appointments are recorded and where they are not rebooked the reasons for this decision are entered on the clinical record	Accepted	<p>Oxleas have reviewed their 'Did Not Attend' policy to ensure that the process includes the recording of reasons and decisions for appointments that are missed and/or not rebooked. The clinician in charge of the clinic will record when patients do not attend clinics, the reasons why and the actions taken.</p> <p>This requirement has been discussed in staff meetings, governance forums and individual supervisions. The Head of Healthcare has also re-enforced that discipline staff should be informed of the reason for the DNAs alongside recording these on SystemOne.</p> <p>The Practice Development Nurse will be completing a bi monthly audit which will be discussed in the Clinical Effectiveness Governance Forum and any lessons learnt or good practice cascaded to all staff, via notices to staff and briefings. This will commence from September 2017.</p>	<p>September 2017</p> <p>Head of Healthcare</p>