

Action Plan – Mr John Bradford at HMP Stafford – Natural Causes on 05/04/2019

| No | Recommendation | Accepted/ Not Accepted | Response | Target date for completion and function responsible |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| 1 | The Head of Healthcare should investigate what happened to Mr Bradford's original two-week referral on 31 May 2016 and ascertain if any organisational learning has been identified. | Accepted | <p>In May 2016 a process for management of hospital referrals was not evident. There was no process in place to ensure the hospital had received the referral, it was the prompt from the A&E discharge letter that led to the initial appointment being chased up and the subsequent requirement for the referral to be resent.</p> <p>Current organisational arrangements (from May 2019) include an email to request a confirmation receipt; this is done for every two-week wait referral. If an email reply is not forthcoming this is followed up by a telephone call.</p> <p>Waiting times are monitored and reported to NHSE commissioners at the end of each month.</p> | Complete Head of Healthcare |