

# Action Plan

## Surgery

Recommendations	Scope of recommendation i.e. local/regional	Action to take	Lead Agency	Key Milestones	Target Date	Outcome
GPs not to prescribe amitriptyline if there is risk of overdose or previous patient history of overdose	Local	GPs to be reminded re this risk at meeting	Cross Plain Surgery	GPs informed at clinical meeting and at Internal Investigation Meeting	Completed	
Patients previously OD to be identified	Local	Notes to be added to patients GP notes so GPs aware of any previous overdoses taken	Cross Plain Surgery	Screen notes to be added	Completed	
Admin team to follow SOP	Local	Fax out SOP to be checked, staff to be reminded	Cross Plain Surgery	Staff reminded of process at meeting  Audit of process to check correct usage	Completed  Due March 2015	

## AWP

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Ensure that there is a system in place for: Routinely screening information that is sent to the team by referrers	Local - PCLS	This will be discussed at the PCL team meeting on 25 September and the referral tracking form will be amended to reflect this recommendation.	AWP		15.10.2014	Completed
Ensure that there is a system in place for: Ensuring that a record is made to indicate that this screening process has taken place	Local - PCLS	As above and the team will make a Rio progress note to indicate that this action has occurred.	AWP		15.10.2014	Completed
Ensure that a paper copy of information sent to either team by referrers is filed in the 'blue folder' and that this folder is handed over to any team which subsequently takes over the care of the service user	Local - PCLS	Paper copies of any information received from referrers is already routinely filled in the "blue folder" and uploaded to the Clinical documentation section of Rio. PCL will hand over "blue folders" to any team that subsequently takes over the care of the Service User. This will be documented in the progress notes along with any information about relevant paper work which has yet to be received.	AWP		15.10.2014	Completed

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Ensure that a person's veteran status is highlighted in the Ex-British Armed Forces Indicator, under additional personal information, on RIO.	Local - PCLS	This is already being done routinely by PCL staff, but will be added by PCL to the checklist	AWP	15.10.2014	15.10.2014	Completed
Ensure that a paper copy of information sent to either team by referrers is filed in the 'blue folder' and that this folder is handed over to any team which subsequently takes over the care of the service user	Local - Intensive	Team Manager to ask the Intensive team specialist practitioners to always request this from the PCLS referrer at the point of transfer between our services.	AWP		24.10.2014	Completed
Ensure that a person's veteran status is highlighted in the Ex-British Armed Forces Indicator, under additional personal information, on RIO.	Local - Intensive	Team Manager to cascade this via email to the team and raise for discussion in the team meeting.	AWP		24.10.2014	Completed
Ensure that Team Members are familiar	Local - Intensive	Posters to be displayed in the main	AWP		24.10.2014	Completed

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with the Veteran's Service website, so that they can suggest service users access it when appropriate		office. Team Manager to also email the team the web link for the website and discuss in the next team meeting.				
Liaise with primary care services to review the process for sharing information at the point of referral to ensure that: Key information is highlighted and unnecessary information is not provided (as this may breach the patient's confidentiality and may make significant information harder to identify)	Local – Delivery Unit	When dealing with any referral. PCL clinicians are required to ask the three risk trigger questions: Are there: (i) Any risks to self? (ii) Any risks to others? (iii) Any vulnerable or dependent others involved in the situation This is recorded in RIO on the triage decision form. This will be discussed at the PCL service development day in January 2015 looking at clinical recording. Discussion with primary care services has led to the conclusion that excluding unnecessary information depends on clinical judgment and it is not possible to regulate this in the referral process.	AWP	Scoping meeting between Dr Ellison-Wright and PCLS service manager has been held. Dr Ellison-Wright has had discussion with primary care service.	30.01.2015	On Target
Ensure that ageless services/teams are provided with appropriate training in the needs of both adults of working age and older adults with functional illnesses	Local – Delivery Unit	Head of Profession and Practice (HoPP) to discuss with the service manager, community matron and the academy re appropriate training for team members in the new realigned teams in relation to how need is assessed, the particular needs of older	AWP	Flyer for Working Therapeutically with Older People With Functional Mental Health Difficulties circulated to all teams 11/11/2014. HoPP discussed with	31.12.2014	On Target

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		adults and ensuring that service users are allocated to staff with appropriate knowledge and skills to work with them. This will also apply to Intensive teams and PCLS. This discussion and a training plan to be in place by end November 2014 with dates for training events.		Learning and Development (L&D) Team re providing extra dates in Wiltshire in the New Year. L&D to attend Locality Governance in January 2015 to discuss Wiltshire's training needs. HoPP has also discussed about the allocation of service users to staff with appropriate skills as part of Triumvirate team visits in December.		
Review the staffing of the PCLS service to ensure that there are adequate numbers of substantive clinical and administrative staff	Local – Delivery Unit		AWP			Completed
Review the process for obtaining paper records in the light of the feedback that this process has 'slowed down' since the advent of RIO and	Local - Trust	Details of how to request historic records including details of urgent requests sent to all staff (21/9). Make staff aware when conducting RCA that the Police may also be reviewing the notes at the same time which may	AWP			Completed

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that teams are, therefore, less inclined to seek these out.		cause a delay in staff getting hold of the paper record to complete. (Health Records Manager has sent a communication)				
Review whether the 'Working with Military Veterans' training should be made available again.	Local - Trust	The Working with Military Veterans training has been re-instated on a bimonthly basis alternating between Bristol and Wiltshire. The first will be at Woodland View on 14 October, then Green Lane on 15 December and Woodland View again on 12 February.	AWP			Completed

#### Wiltshire Community Safety Partnership

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For all involved organisations to review internal cultures to embed the spirit of organisational participation in future Domestic Homicide Reviews, improving information sharing to reassure families that organisations	Local	To be included as part of the review of the local DHR protocol.  Through training/briefings with agencies, to raise awareness of the role of agencies in the DHR process	WCSP	Updated local DHR protocol	March 2016	In progress

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are supporting the Review process with transparency, integrity and fairness.						