

Action Plan ; Breach of Part 4 of the Private Healthcare Investigation Order

Recommendation	Action to be taken	Lead	Timescale for Completion	Action Progress Notes	Implementation of Action progress RAG rated	Status - (Open/ Closed)
Attend PHIN training session	To book onto session to check to see if there is anything else missing requiring action	Trudie Alvy/Carrie Louise Wilkie	November 2024	attended	Complete	Closed
FEEDBACK						
Liaise with "IWANTGREATCARE" to obtain more information	Once obtained share at E&F governance for approval to implement	Trudie Alvy	August 2024	Approved with a view of this being put through IG in the first instance	Complete	Closed
Liaise with IG for advise/approval	Advised to complete DPIA and obtain further information from other trusts that	Trudie Alvy	August 2024	Raised at the private patient forum for any information to be shared. Update provided at CMT governance.	Complete	Closed

	have implemented					
Consider using IWANTGREATCARE QR code/link for feedback	Complete a DPIA and submit to IG meeting	Trudie Alvy	Nov/Dec 2024	Trying to obtain completed DPIA from another Trust,		Open
If DPIA is approved	Sign up to IWANTGREATCARE agreement	Trudie Alvy	January 2025			Open
Plan to implement feedback process	Train team and implement into current process	Trudie Alvy	February 2025			Open
Contact private patients from July 2024 to obtain feedback manually	Contact patients to obtain details in the event IWANTGREATCARE doesn't go ahead, so information can be uploaded to PHIN manually	Trudie Alvy	ongoing	Px's are being contacted for feedback so we can evidence this is being completed based on the mandate questions, to work with digital to see if there is a secure way to upload to PHIN to gain compliance sooner		Open
Publishable volume/ length of stay, health outcomes & clinical coding						
Upload information failed/to be checked	Digital to liaise with PHIN source why	Carrie Louise Wilkie		Information is uploaded monthly, but error in system. Working progress		Open

				with PHIN to fix to gain compliance		
PROMS	Identify documents to be completed and understand who/when these are to be completed, liaise with digital to see if there is a process that can be implemented to update PHIN monthly	Trudie Alvy	February 2025	Sourced documents, need to arrange meeting with digital		Open
Adverse events	Need to identify adverse events and liaise with digital to submit returned	Trudie Alvy	December 2024			Open

KEY	
	Action complete
	Action ongoing
	Overdue