**Hertfordshire & South Midlands Area Team Action Plan – Mr A**

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| **Rec**  | **Summary of Report Recommendation** | **Current Provision** | **Further Actions Required** | **By Whom** | **Review Date** | **Evidence of completion** | **RAG Rate** |
| **12** | GP surgeries should ensure that even when such specialist care is received by patients with long term conditions, regular, yearly visits to the primary care team should be maintained. | Within GP mandatory requirements an annual visit to the primary care team is not a requirement. However GPs are expected to comply with all National Service Framework guidelines for Long Terms Conditions and Mental Health, which includes an annual (at least) visit to GP. | For GPs to be reminded of their responsibility in the light of national guidance and learning from this incident. | Hertfordshire and South Midland Area Team, NHS England | 31.12.13 | Communication to GPs  |  |
| **16** | Commissioners should ensure that all senior managers in NHS organisations within their sphere of responsibility are aware of their responsibility to work jointly with other NHS organisations when investigating a serious incident. Compliance with, and the efficacy of, this process should be monitored. | NHS England has oversight of all serious incidents and has systems and processes in place to support and monitor joint working. | To remind CCGs of this requirement through the Quality Collaborative and learning from this incident, and agree next steps. | Hertfordshire and South Midlands Area Team, NHS England | 31.1.14 | Minutes of Quality Collaborative |  |