Annex 4

Investigation Plan

**Concerns to be investigated:**

1. Prescribing following patient discharge from hospital – concerns regarding the process for amending patient prescriptions following the receipt of hospital correspondence;
2. Clinical governance – concerns regarding the Practice’s incident reporting process and learning from incidents and complaints;
3. HR – concerns regarding the Practice’s HR processes with regard to employee checks, revalidation and supervision;
4. Information governance – concerns regarding information governance policies and practices, particularly in the context of access by pharmacy staff to patient information and home working;
5. Home visits – concerns regarding the process for managing home visits and the availability of appropriate staff members for such visits;
6. Culture – concerns regarding the culture of the Practice with regard to staff behaviour and professionalism, the management of such behaviour, hospitality practice and procedure, and corporate governance associated with these issues;
7. Clarity of staff roles and responsibilities – concern regarding a lack of clarity and/or understanding of respective roles and responsibilities;
8. Investigation into allegations of inappropriate prescribing practice including concerns regarding the adequacy of the Practice’s internal investigation of this issue;
9. Compliance with patient safety standards regarding the use of equipment and vaccines;
10. Prescribing practice – concerns regarding the Practice’s prescribing practice and the governance associated with this;
11. “Access” to the Practice
12. Patient records – concerns regarding the adequacy of patient records/recording of consultations.