1. All direct communications, whether face to face or over the telephone, should be recorded in writing and held on the file.
2. All written communications with contractors should not arrive ‘out of the blue’ as the contractor should be aware of the situation from a prior meeting or telephone call.
3. These meetings should cover as a minimum, reasons for extension/contract end, future plans for the service/exit plan, terms of extension/management of the list, communication strategy with staff and patients.
4. All meetings should be minuted by an agreed party and shared with the contractor for acceptance as an accurate record of the discussions.
5. Following all meetings the minutes should be accompanied by any action plan agreed regarding the next steps with responsible parties identified.
6. Staged follow-up meetings should be held at appropriate intervals, to ensure all actions agreed upon are being implemented and are on track to have been appropriately executed before contract end or extension.