# Prevention of Future Deaths (PFD) Response and Action Plan Flow Chart Draft for Trial (Sept 2024 – Feb 25)

PFD received in writing by Chief Executive via email

CEO Office to send copy to Director of Risk and Compliance (Nicola Jones) and AD Legal Services (Harbens Kaur)

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AD Legal Services (Harbens Kaur) to acknowledge receipt by replying to Coroner email and file PFD Inquest Team – PFD Responses by year – year – set up new folder by person initials

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AD Legal Services (Harbens Kaur) identifies case handler and reviews PFD with care handler to identify who would be involved in providing a response (including considering witnesses) "responders"



AD Legal Services (Harbens Kaur) to lift Coroner concerns from PFD letter and add into PFD reply letter template



AD Legal Services (Harbens Kaur) writes (via email) to identified responders, Care unit DDQS, Director and Medical director; Nicola Jones (Director); learning lessons team (I/S) ); PSIM Team (I/S) ) and QI (I/S) ). Cc Medical Director (Milind Karale) and Senior Director (Denver Greenhalgh)

Asking for bullet points for each Coroner concern giving assurance and the date response is due back to Harbens Kaur for approval

#### Email to include

- PFD template letter for completion
- action plan template for completion
  - Copy of PFD



AD Legal Services (Harbens Kaur) to ask Medical Director PA to book executive sign off meeting (10 days before final response due)



Director of Risk and Compliance (Nicola Jones) to develop response and action plan formulation template

See appendix 1



Director of Risk and Compliance (Nicola Jones) to book a PFD response and action plan formulation meeting with identified those in response email (aim within 10 days) and send copy of response and action plan formulation



PFD response group to review before meeting and populate with links to existing action plans / initiatives for discussion at meeting.

### Members to:

- Review actions from patient safety to identify links to existing actions (PSIM Team)
- Review trust learning to identify links to existing learning (Lessons team)
- Review SIPs to identify links to existing learning (SY)
- Review CQC to identify links to existing CQC actions (NJ)



PFD response and action plan formulation meeting held
Lead by Director of Risk and Compliance (Nicola Jones) / AD Legal Services (Harbens Kaur)
Review of each concern considering existing action plans / initiatives and using SEIPS prompts using response and action plan formulation template

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Director of Risk and Compliance (Nicola Jones) / AD Legal Services (Harbens Kaur) to write up meeting notes and develop draft response bullet points

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Director of Risk and Compliance (Nicola Jones) / AD Legal Services (Harbens Kaur) Circulate draft response bullet points to PFD response group for comments

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All members of PFD response group to review draft and provide comments back to Director of Risk and Compliance (Nicola Jones) / AD Legal Services (Harbens Kaur)

(aim within 10 working days)

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AD Legal Services (Harbens Kaur) to review bullet points and develop into formal response letter

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AD Legal Services (Harbens Kaur) to seek approval of response wording from Care Unit Leadership

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AD Legal Services (Harbens Kaur) to present response to Executive sign off meeting

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AD Legal Services (Harbens Kaur) to submit response to coroner cc Director of Risk and Compliance (Nicola Jones)

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AD Legal Services (Harbens Kaur) to file response in Inquest Team – PFD Responses by year – year – named folder

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Director of Risk and Compliance (Nicola Jones) / AD Legal Services (Harbens Kaur) to review final response and develop action plan using Trust Safety Action Plan template.

File draft in Inquest Team – PFD Responses by year – year – named folder

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Director of Risk and Compliance (Nicola Jones) / AD Legal Services (Harbens Kaur) Action plan to be sent to PFD response group for comments and to agree leads and timescales

Care Unit DDQS / Director to share action plan with appropriate care unit meeting for review

Director of Risk and Compliance (Nicola Jones) / AD Legal Services (Harbens Kaur) to share action plan with Safety of Care Group and Trust Board of Directors

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Comments back to Director of Risk and Compliance (Nicola Jones) / AD Legal Services (Harbens Kaur) Updated version to be filed in Inquest Team – PFD Responses by year – year – named folder

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Director of Risk and Compliance (Nicola Jones) / Compliance Officer Action plan to be mapped into CQC Master Action Plan (PFD worksheet)

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PFD action leads to provide monthly updates on progress via the CQC Master Action Plan

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Head of Compliance and EPRR

CQC Master action including PFDs to be monitored weekly via CQC Leads Meeting (TOR currently under review to include PFDs)

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AD Legal Services to ensure PFD progress reporting via: Care Unit Risk and Compliance Reports (Monthly) Inquest/Claims update report to Safety of Care Group and LCP

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PFD action closure

To close actions lead to provide evidence of completion and sustained improvement to Director of Risk and Compliance (Nicola Jones)

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When all actions closed Care Unit DDQS / Director to present evidence to CQC Leads meeting and EAG with ICBs for closure

Head of Compliance and EPRR
Actions to be added to action testing programme

END

Date approved at Inquest Team Meeting	Trial approved
Date approved at Compliance Team Meeting	Trial approved
Date approved at Safety of Care Group	Trial approved
Date Issued	Draft Issued Sept 24
	Reviewed Nov 24

## Appendix 1

# PFD Response Discussion and Action Plan Formulation (add initials)

Coroner Concern (unwanted outcome)	System Performance: What is our desired outcome
	Human Wellbeing: desired outcomes relative to the people

Learning	Include links to existing actions and initiatives	
Themes		
Action Ideas		

# **Tools and Technology**

- i.e
- Usability
- Accessibility
- Familiarity
- Level of automation
- Portability / functionality
- maintenance.....

#### Tasks

- i.e
- specific actions within larger work processes
- difficulty
- complexity
- variety
- ambiguity
- sequence

#### Person

- i.e
- psychological impacts
- cognitive factors
- preferences
- knowledge / competence / skills
- physiological factors
- physical strength
- collective characteristics of team

#### Organisation

- e ie
- structures external to a person that organise time, space, resources and activity
- work schedules / staffing / workload assignment
- management / culture
- training / Policy / procedure

# **Internal Environment**

- i.e
- physical environment working in

# **External Environment**

- i.e
- Societal, economic, regulatory and policy factors outside of organisation