**Lessons Learned: Immediate Termination of Contract**

**Lesson(s) Learned:**

1. **Ensure that there is a very clear brief for any quality visit and agree if a Root Cause Analysis (RCA) is required**
2. **Ensure that the team sent to undertake quality visits have the appropriate experience, skills and ability to make judgements that can be relied upon later in the process**
3. **Where significant concerns regarding patient safety are identified during a visit, ensure reports are generated as quickly as possible**
4. **Include senior staff who are impartial / have no prior knowledge within the decision making process (furnished with the appropriate reports), as well as those directly involved**
5. **Consider ways in which the staff involved in the decision making, who might ultimately be called upon in a legal case, are effectively supported during the process**
6. **Ensure that key individuals who need to be made aware (e.g. Chair of Co-Commissioning Committee) are briefed prior to the termination, but respect that this must be kept confidential**
7. **Ensure that the interim provider is aware of the responsibilities they are taking on; develop a checklist to support them**
8. **Develop simple guide for local Practices, based on issues that led to termination**
9. **In cases where there are shared premises, involve Landlord and other lease-holders in discussions regarding any difficulties with access to premises from the outset**
10. **Ensure that the message to be given to staff about what actions have been taken, and what this means for their employment status, are clear from the outset, and provide support**
11. **Ensure there are people available to provide support to patients and that any communications are sent out in a timely manner**
12. **Emphasise professional duty to co-operate within the termination letter, including allowing access to premises and equipment as necessary**
13. **Obtain legal advice on occupation rights as early as possible, so that stance is clear at the point the interim provider takes over**
14. **Keep a chronological timeline of events and save all evidence in line with this**
15. **Retain one file only, which includes all documentation irrespective of directorate/team**
16. **Develop a checklist of operational issues that will need to be considered on the first day**
17. **Ensure there is a presence of commissioning staff on site during the first few days, with sufficient seniority to make decisions regarding spend and legal issues**
18. **Commissioners should retain evidence of any ownership of assets within general practices**

**Level 3 Delegated Commissioning Developmental Area:**

1. **Develop a process, and identify named individuals, for the CCG to liaise with regarding quality and safety concerns**
2. **Develop agreed protocol for creating and maintaining files pertaining to safety, quality and contractual issues**