Operations, Correspondence and Feedback Team

OFFICIAL SENSITIVE

Internal Process Review

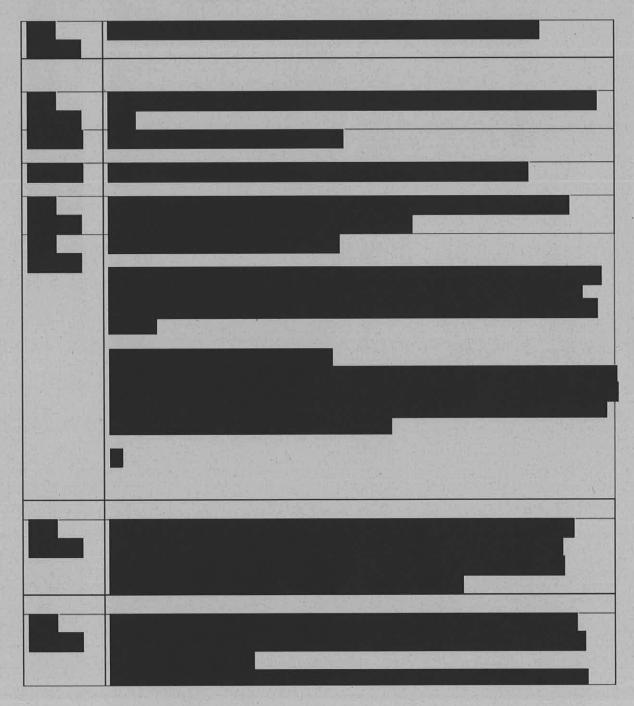
Customer:

Review conducted by: Name: Address:

1. Internal Process Review Sequence of Events (include chronology, factual background and supporting documents)

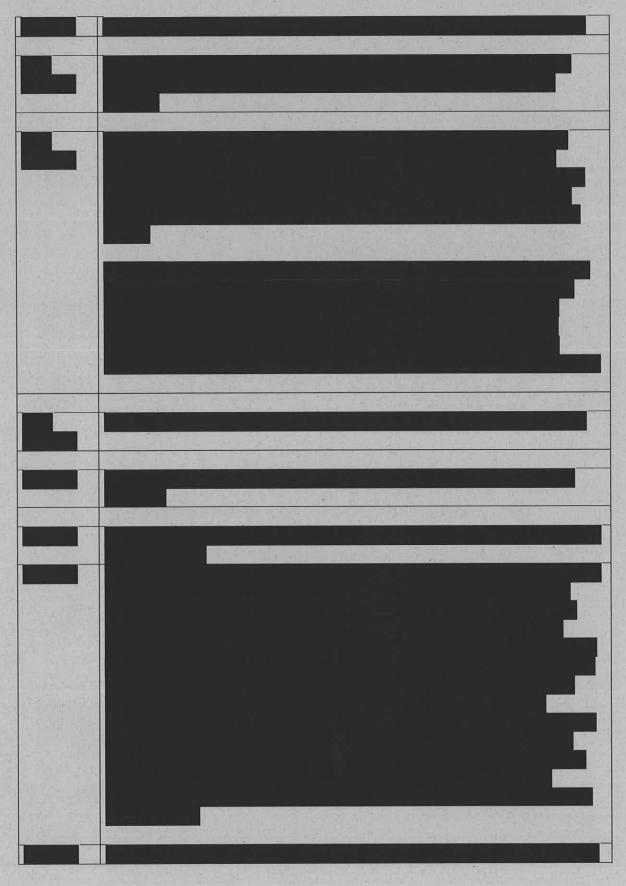
Timetable of Events

Note add or delete rows as appropriate



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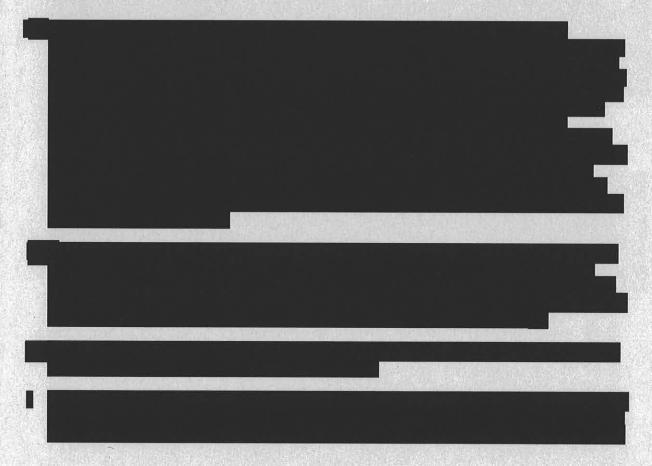
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2. **Summary of Findings**, including highlighting any area where incorrect action has been taken



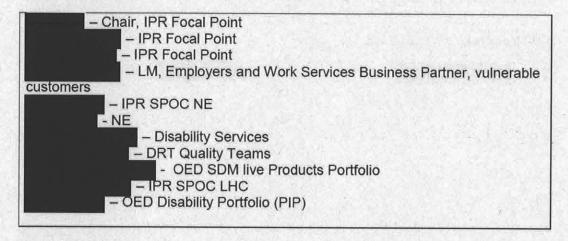
Operations, Correspond	ence and Feedbac	ck Team			
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3. Annexes					
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Additional papers listed	below. [Embed as	required			
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Operations Correspondence and Feedback Team

Recommendations

Name:	
NINo:	

Panel Members



Recommendations

None required as action is already being taken.

 Further local awareness needed on the 6 point plan which was not fully followed.

However, these are known issues and are all being addressed and are being highlighted more widely as Senior Leaders continue to re-enforce the messages that Decision Makers have the ability to return cases to the Health Care Provider if there is any doubt raised by their report and that they must consider all available evidence. This and the reminder about the 6 point plan has been picked up by the with the G6s for onward cascade to Case Managers and is on the agenda of the DWP Networks.

Referred to Customer Journey Team N/A

Operations Correspondence and Feedback Team

Date:	Name:	
Referred to DWP Networ	k Chair	
Date:	Name:	
Outcome		
DWP Network Chair Sign	n Off	
Date:	Name:	