

Date Feedback, Request for Change or Enquiry Logged	Priority	Summary of Feedback, Request for Change or Enquiry from Provider	Summary of NHS Pathways Initial Outcome	Date of Initial Outcome	Summary of Final Outcome	Date Final Outcome changes released or expected to be released
24/04/2024	P2	A 999 Provider submitted details of a coroner's case for information relating to the triage of a patient via the Healthcare Professional (HCP) route by a Mental Health Practitioner.	NHS Pathways reviewed the case, identifying that the situation was not handled optimally by the Health Advisor or the HCP.	30/04/2024	NHS Pathways have made enhancements to better support Mental Health Practitioners when making calls related to a patient's physical symptoms with additional questioning within the HCP pathway.	07/10/2024 Release 45