

Action Plan in response to the PPO Report into the death of

Mr Kevin Giles on 13 January 2024 at HMP Hollesley Bay

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare should ensure that all patients who report that they feel clinically unwell, have a full set of clinical observations undertaken. They should also ensure that all staff are trained and competent in the use of the NEWS2 scoring system and that all staff document a NEWS2 score with every full set of physical observations to give a clear indication of the deteriorating patient.	Accepted	<ul style="list-style-type: none"> • All clinical staff have now completed the NEWS E-learning and sent completion to the clinical lead. • Implementation of a telephone triage form for clinical staff to complete on the 24th October and scan onto notes. Audit of this to be completed by 30th November with Feedback. • Documentation E-learning training has been added to all clinical staff on the 28th of October. All clinical staff to complete and send evidence to clinical lead on completion. • Scenario training to be completed bi-monthly with clinical staff, last completed on the 28th of October. This includes how to manage a deteriorating patient and how to escalate and document appropriately. 	<p>Clinical Lead Practice Plus Group</p> <p>Clinical Lead Practice Plus Group</p> <p>Clinical Lead Practice Plus Group</p> <p>Head of Healthcare Practice Plus Group</p> <p>Clinical Lead Practice Plus Group</p>	<p>30th November 2024</p> <p>2nd December 2024 after Audit completed</p> <p>10th December 2024</p> <p>Ongoing</p>