

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>