

Action Plan – Mr David Reid at HMP Rye Hill – Natural Causes on 11/01/2021				
No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure there is a system in place for GPs to follow up and action abnormal blood test results and blood pressure readings.	Accepted	<p>A designated staff member facilitates twice weekly clinics and is responsible for ensuring results are communicated back to the requesting GP/Clinician for information or for action. A pathway document will be produced to reflect this process.</p> <p>Blood sample results are now reviewed, actioned and filed by a GP. Where actions are required, this is communicated via SystmOne 'Tasking' and is aligned with the patient records and subject to audit. A local protocol will be produced to reflect this process.</p> <p>A compliance audit will be undertaken during August to ensure progress.</p>	<p>September 2021</p> <p>Head of Healthcare</p>
2	The Head of Healthcare should ensure that there is a system in place for prisoners with chronic disease to be monitored and assessed effectively.	Accepted	The recently appointed Practice Nurse will assume responsibility for ensuring all patients with chronic diseases are managed appropriately. This will include validation of 'disease registers' and adoption of the Quality and Outcomes Framework. This will be in conjunction with the wider team but responsibility will be assigned to a named individual.	<p>September 2021</p> <p>Practice Nurse</p>
3	The HMPPS Executive Director for Custodial Contracts should write to the Ombudsman setting out what he has done to satisfy himself that healthcare services at Rye Hill, including the contract for GP services, meet the needs of the prison's population.	Accepted	<p>The Ombudsman were provided with written reasons in September 2021 detailing the actions addressing these concerns. These are set out below.</p> <p>The Executive Director (ED) has ensured the Controllers Team at HMP Rye Hill have full oversight of the Healthcare services being provided and that they report back to the ED via the Senior Contract Manager in regards service delivery. In response to this recommendation the Authority has reviewed the contract between the prison and the local surgery who provide the GP cover to ensure this meet the needs of the population.</p>	<p>Complete</p> <p>HMPPS Executive Director for Custodial Contracts</p>

			<p>The Controller attends the monthly Integrated Governance meeting along with NHS E and Rye Hill Senior managers where performance is reviewed. The Authority receives monthly data from the Healthcare Service including appointment attendance, clinics run, prisoner complaints and hospital waiting list figures this provides confidence that the healthcare is meeting the needs of prison's population.</p> <p>Healthcare is an agenda item on the monthly Controller Director meeting and the Quarterly Contract Review Meeting. Safer custody meetings also take place monthly where PPO recommendations are monitored.</p> <p>In addition to the above we are currently extracting the delivery of Healthcare Service from the custodial contract and handing over the commissioning responsibility to NHSE as per statutory requirements, it is anticipated that this will be complete by October 2022</p>	
4	The Director should ensure that when a cell door is unlocked, staff satisfy themselves of the safety of the prisoner by obtaining a response in line with local instructions.	Accepted	A Notice to Staff has been issued reminding staff of the process of completing a welfare check and reinforcing that staff must ensure they have a positive response from the prisoner. In addition the Duty Director of the day observes on various wings to ensure that the welfare checks are being completed at unlock. This is recorded on the daily Duty Director matrix.	Complete Head of Residence
5	The Director should share this report with PCO A and PCO B and ensure that a senior manager discusses the Ombudsman's findings with them.	Accepted	The findings of the Ombudsman report were shared were shared with PCO A and PCO B on 31 August 2021, highlighting the recommendations that have been made.	Complete Head of Safer Custody