

Action Plan in response to the PPO Report into the death of Mr John Warry on 25 September 2022 at HMP Stafford

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare should ensure that information from the pharmacist is shared with the healthcare team for review and action.	Accepted	<p>Practice Assist currently provide remote Pharmacy assistance with the reviewing of patient medication onsite.</p> <p>Communication is to send that all remote pharmacists on review of patient's medications are to task the GP/ANP group for awareness and action.</p> <p>Business Manager is to ensure Task groups are regularly reviewed and updated with current remote Pharmacist details.</p> <p>Audit is to be completed quarterly on patients seen to ensure compliance and outcomes shared with any identified incidents actioned.</p> <p>01.07.24 – Pharmacist has been in post since September 2023 and will conduct quarterly audits to ensure compliance. Audit outcomes are to be discussed as a standard agenda item on the scheduled medicines management meeting</p>	Head of Healthcare Practice Plus Group	Completed

2	The Head of Healthcare should ensure that GPs conduct a full, documented clinical assessment, in line with relevant guidance, to inform medication reviews and changes.	Accepted	<p>Recommendation has been forwards to the Regional Governance Manager for Escalation and discussion with the Regional Medical Director to ensure Regional Medical Leads discuss and document clinical practice during supervision.</p> <p>Compliance will be monitored through the ongoing HIJ GP Documentation audit, which is scheduled quarterly, and any identified actions will be discussed at the Local and Regional Quality Assurance meeting and with the identified GP.</p>	Head of Healthcare Practice Plus Group	Completed
3	The Head of Healthcare should ensure that prisoners presenting with chest pain are managed in line with NICE guidelines on the diagnosis of chest pain and, where indicated, referred for emergency treatment.	Accepted	Bite size training delivered on 06/01/2023 on chest pain with all staff, this covered escalation for emergency treatment. Paramedic recruited and in post from Sept 2023 to assist with emergency responses.	Head of Healthcare Practice Plus Group	Completed
4	The Head of Healthcare should ensure that prisoners who report acute symptoms receive timely medical appointments.	Accepted	21/03/2024 - Nursing staff triage all applications and escalate any reported acute symptoms accordingly to ensure the patient receives a timely medical appointment.	Head of Healthcare Practice Plus Group	Completed
5	The Head of Healthcare should ensure that healthcare staff fully and accurately document all clinical interactions and decisions, in line with the standards specified by the General Medical Council and Nursing and Midwifery Council.	Accepted	<p>21/03/2024 – Head of Healthcare has discussed the importance of contemporaneous notes which include all clinical interactions and decisions in buzz meetings with all staff.</p> <p>Line managers to audit staff documentation as part of 1-1's</p>	Head of Healthcare Practice Plus Group	Completed

			Practice Plus Group Legal team are running training sessions on 'record keeping'. To ensure all staff are captured the Regional Patient Safety Manger has recorded this session and shared it with site. It will be utilised as an ongoing training requirement for staff and records retained of those who have completed it.		
6	The Governor and Head of Healthcare should ensure that all staff are fully aware of and understand their responsibilities in a medical emergency, including the use of an emergency response code if a prisoner has chest pains and documenting incidents.	Accepted	<p>A Notice to Staff (NTS) has been issued reminding staff of their responsibilities during medical emergencies, including the appropriate use of emergency response codes in line with PSI 64/2011: Managing Prisoner Safety in Custody.</p> <p>The use of emergency response codes was also discussed at the Local Delivery Board meeting between healthcare and the prison, resulting in follow up training on medical emergencies and response codes being delivered to officers in by paramedics May 2024.</p>	<p>Governor HMPPS</p> <p>Head of Healthcare Practice Plus Group</p>	Completed
7	The Governor should ensure that if a prisoner becomes seriously ill, their next of kin is notified immediately, in line with Prison Rule 22 and Prison Service Instruction 64/2011.	Accepted	An NTS has been issued reminding staff of their responsibilities regarding notifying a prisoner's next of kin where they experience unpredicted and rapid deterioration of physical health, in line with the requirements in PSI 64/2011	Governor HMPPS	Completed
8	The Governor should ensure that the cost of Mr Warry's cremation is reimbursed, without further delay.	Accepted	Regretfully there was a delay in assisting with funeral costs in this case, and the cost of the cremation has now been reimbursed.	Governor HMPPS	Completed

			Assurance checks are now in place to ensure future payments are made in a timely manner.		
9	The Director General of Operations of HM Prisons and Probation Service should remind staff of the requirement to adhere to the Civil Service Code and for sensitive and responsible use of social media.	Accepted	In August 2024 all staff were emailed the updated Social Media Guidance in line with the Civil Service Code. This reminds staff of their responsibilities set out by the Conduct and Discipline Policy which provides guidance regarding standards of behaviour and use of sensitive information.	Director General Operations HMPPS	Completed
10	The Governor should ensure that information published on social media about a prisoner's death is appropriate, accurate and that the nature of the death is not revealed until confirmed by HM Coroner.	Accepted	Information about deaths in custody will not be routinely published on social media and will only be done so where appropriate, accurately and in a sensitive manner. We are committed to adhering to the Social Media Guidance Policy as published by HMPPS Communications Team in August 2024.	Governor HMPPS	Completed