

Action Plan- Edward Milne / HMP Doncaster. NC. 07/09/2016

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that clinicians consider a prisoner's overall symptoms in a holistic manner, so that any indicators of disease progression are quickly acted upon	Accepted	<p>All clinicians are aware of the need for a holistic approach to care, and the Complex Care Reviews are conducted with a multi-disciplinary approach to achieve this. Depending on the prisoner's clinical needs, a team decision is made to determine the most appropriate care pathway for continued management of their condition.</p> <p>All Registered Nurses in the Physical Health pathway have completed the Advanced Assessment Skills training and the DREEM training (physical assessment training for forensic nurses) to ensure all consultations with patients are underpinned by NICE Guideline standards.</p> <p>Clinical staff receive care planning training, hospital life support including NEWS, and advanced nursing skills on a yearly basis as a mandatory requirement. All clinical staff are equipped by their initial training, and subsequent training while employed, to assess patients' clinical presentation and act accordingly to any progression of disease.</p> <p>All incidents of sudden deterioration of physical health are reported through the Trust Ulysses Incident Reporting System. This allows Clinical Managers to review care delivered to the patients and disseminate any learning of failings, omissions or good practice to be shared with the wider team at Learning the Lessons Forums.</p>	Completed Head of Offender Health
2	The Head of Healthcare should ensure that there is appropriate, documented follow-up with a hospital when further information is required after a prisoner is discharged, particularly in relation to a serious diagnosis and treatment.	Accepted	<p>The administrative team are responsible for arranging and following-up outpatient appointments within the prison healthcare system.</p> <p>A single administrator is allocated to arranging and managing outpatient appointments. Once a date for an appointment is received, it is added to a patient's SystemOne notes and the SystemOne appointment ledger is updated with the date. The appointment ledger is an electronic appointment diary which links to a patient's records; appointments can be marked as 'attended', 'did not attend' and 'cancelled'.</p>	Completed Head of Offender Health

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			<p>In addition to the SystmOne ledger, a spreadsheet is used by the administrative team to monitor outpatient appointments. All referrals and appointments, existing or new, are recorded on the spreadsheet, which will automatically generate a date by which an appointment is required to comply with NICE guidance. Once a referral has been made, it is recorded on the spreadsheet so staff are aware and follow it up until an appointment is confirmed.</p> <p>Following an outpatient appointment, administrators will chase for discharge documents and information on any follow-up appointment. The spreadsheet has a section to prompt staff to do this until this is completed. The administration team will follow up secondary care for discharge information and alert the Clinical Matron Physical Health if there are on-going difficulties receiving the discharge information.</p> <p>A process is in place to alert NHS England of any unsafe discharges or any discharges that have been completed without the correct information to provide safe and continued care to the patient.</p>	
3	<p>The Head of Healthcare should ensure that prisoners with chronic conditions have detailed care plans, planned interventions and monitoring, and regular reviews of medication in line with National Institute for Health and Care Excellence (NICE) guidelines.</p>	Accepted	<p>To improve the management of key clinical conditions, at the point of reception a number of 'task alerts' are triggered where arriving prisoners require palliative care or have diabetes, cancer or other long-term conditions ("LTC"). These alerts are sent to senior nursing staff on site (Band 6 and 7 nurses in physical healthcare) to alert them to the admission of a patient in these categories and to prompt action.</p> <p>Patients entering the establishment with a LTC are added to appropriate lists for LTC reviews (6 weekly / annual etc.) as per the physical healthcare service model.</p> <p>SystmOne LTC and Care Plan templates guide the staff through appropriate care planning for patients admitted with LTCs. The templates are underpinned by NICE Guidelines. SystmOne is linked to the Quality Outcome Framework that is used nationally in all community GP practices to monitor patients with high risk complex long term health conditions. This framework identifies all patients at point of</p>	<p>Completed Head of Offender Health</p>

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			<p>reception and adds the patient to the Long Term Condition Register. This register is monitored by the Clinical Matron in Physical Health and the Advanced Nurse Practitioner who ensures all patients are seen in clinic and appropriate measures are taken to ensure the patients receives treatment directly related to their presenting LTC. The Quality Outcome Framework is specific and provides all clinicians with advice on treatment expectations for any patient presenting with LTC.</p> <p>Any patients whose LTC becomes problematic and difficult to manage are added to the Complex Case Register and discussed weekly to establish an appropriate plan of care. A named nurse is allocated to the patient to coordinate the plan of care.</p>	
4	The Head of Healthcare should ensure that there is an effective process in place to obtain essential palliative care medications without delay when required.	Accepted	All medications are ordered at the time the prescriptions are generated from an offsite pharmacy. Procedures are in place to monitor delivery of items to point of dispensing to the patient. A database holds relevant information to ensure supplies of medications to patients are tracked to ensure timely dispensing.	<p>Completed</p> <p>Head of Offender Health</p>
5	The Governor should ensure that urgent repairs are carried out without delay, particularly when this impacts on the wellbeing of a prisoner.	Accepted	A reminder to all residential staff will be sent out by the Assistant Director Safer Custody detailing the process for reporting repairs, escalating them to managers for prioritisation should this be appropriate (for example if the prisoner's wellbeing is affected) and Facilities Management undertaking the necessary work swiftly.	<p>28th February 2017</p> <p>Assistant Director Safer Custody</p> <p>Facilities Manager</p>