

Action Plan- Mr John Key HMP Exeter

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should review the current arrangements for GP appointments to ensure that referrals for appointments are not missed.	Accepted.	<p>The tasking system for GP appointments has been reviewed with the healthcare admin team and they are aware of the expectation and process to follow.</p> <p>There are different tasks for different functions and the system now means that tasks will not be marked as completed until the function has been carried out.</p>	<p>Head of Health</p> <p>Completed.</p>
2	The Head of Healthcare should ensure that blood tests are carried out in accordance with GP instructions and the results are made available to clinicians in a timely manner.	Accepted	<p>All clinic appointment lists must be completed and further actions implemented at the end of the GP clinic.</p> <p>Clinic lists will be audited for a week each month to ensure that they are 'completed' at the end of a session and to identify any training requirement regarding among staff.</p> <p>The tasking system is now utilised so that the tasks cannot be marked as completed until the required action has been carried out, so the blood test is booked in accordance to the instructions in the task (which are also placed in the appointment booking so the nurse also sees the instructions in case of appointment DNA) and only then can the task be marked as completed.</p>	<p>Head of Health</p> <p>Completed</p> <p>May 2017</p> <p>Completed</p>
3	The Head of Healthcare should ensure that healthcare staff complete medical records in line with the General Medical Council and Nursing and Midwifery Council's guidance, recording full details of care plans and referrals	Accepted	<p>Record keeping training is available and undertaken on rolling basis by the health care team.</p> <p>As part of supervision with staff, record keeping skills will be assessed and checked and Nursing and Midwifery Council (NMC) and General Medical Council (GMC) guidance discussed and highlighted, and as part of this process further support for improvement will be put in place where necessary.</p> <p>As part of continuous service improvement, individual patient records will be discussed by the team for reflection and learning on a monthly basis</p>	<p>Head of Health</p> <p>Ongoing.</p> <p>June 2017</p> <p>May 2017</p>

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			and record keeping entries will form a part of this learning opportunity. This is being put in place to take place on monthly training days.	
4	The Governor and Head of Healthcare should ensure that all staff undertaking risk assessments for prisoners taken to hospital understand the legal position on the use of restraints and that assessments fully take into account the health of a prisoner and are based on the actual risk the prisoner presents at the time.	Accepted	<p>Healthcare will advise Security of prisoners who fit the criteria for special consideration due to medical conditions and end of life care. This will be done and updated weekly by healthcare administrators who will place a flag alert onto NOMIS. Further patient specific comment as to their healthcare condition will also be added (as written by nursing colleagues) and therefore available to prison staff. Therefore any relevant background health information will be up-to-date and available to the authorising Operational Manager to inform their decision making.</p> <p>The escort risk assessment will be amended to include an assessment by the authorising Operational Manager which will consider the location of the prisoner for example F Wing and medical considerations for the use of restraints.</p> <p>All minutes for the multi- disciplinary meetings where end of life care is discussed for individual prisoners (use of restraints are part of the standing agenda) and the recommendation for the use of restraints will be forwarded to security for information.</p> <p>All Orderly Officers will be refreshed in the need to ensure that when sending out emergence escorts that consideration is given to the above alerts and that Duty Governors are advised accordingly.</p> <p>All nurses completing PERs will be reminded of the function of the information required and therefore the requirement that health information is accurate and sufficient for the authorising Operational Manager to assess the actual risk the prisoner presents at the time.</p>	<p>Head of Health June 2017</p> <p>Governor Completed</p> <p>Governor Completed</p> <p>Governor Completed</p> <p>Head of Health Completed.</p>