

Action Plan - Mr Mark McGill at HMP Lancaster Farms on 12/07/15

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible	Progress (to be updated after 6 months)
1	The Head of Healthcare at HMP Guys Marsh, HMP Erlestoke, HMP Kirkham and HMP Lancaster Farms should ensure that clinicians consider all likely causes of a prisoner's symptoms, including the side effects of medication, and investigate accordingly.	Accepted	<p>Erlestoke- Clinicians were reminded on 19 April 2016 that they should consider and investigate all likely causes of a prisoner's symptoms, including the side effects of medication.</p> <p>On 1 April 2016, there was a change in Healthcare provider from Great Western Hospitals to Inspire Better Health. A daily Healthcare review meeting is now held with clinicians, covering issues such as the likely causes of a prisoner's symptoms, as well as any medication issues. All potential medical emergencies are now logged at these meetings and minuted, and a report submitted on the day to reflect the cause of the prisoner's symptoms and the medication prescribed. These meetings ensure that assurance checks are in place to monitor this recommendation and ensure all elements of the new contract are delivered. Any learnings from the debrief also form part of staff training updates.</p> <p>Kirkham- Clinicians investigate all patient symptoms under NICE guidelines. All staff working within Healthcare were made aware of the importance of investigating prisoner symptoms and medication in March 2016 via group supervision and a Learning Staff bulletin. This information has also been placed on the Staff Notice Board to reinforce learning. If a prisoner misses three healthcare appointments then staff will routinely make face to face contact with them to understand the reason for the</p>	<p>Head of Healthcare, HMP Erlestoke- Target date for completion: 31 May 2016</p> <p>Head of Healthcare, Kirkham- Completed</p>	

Action Plan - Mr Mark McGill at HMP Lancaster Farms on 12/07/15

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible	Progress (to be updated after 6 months)
			<p>missed appointment and provide support where needed.</p> <p>Prisoners are supplied with information about the side effects of their medication, which is also recorded in their patient records. The GP and Nurse Practitioner, shared with HMP Lancaster Farms, now offer support and leadership to healthcare staff if they wish to raise concerns about prisoner symptoms and medication.</p> <p>Lancaster Farms- All clinicians were reminded by e-mail on 19/04/16 that they should consider and investigate all likely causes of a prisoner's symptoms, including the side effects of medication. Clinicians will investigate all symptoms as per NICE guidelines and document this in the prisoner's healthcare record. Prisoners are regularly supplied with side effect information with their medication. This recommendation will be closely monitored by the Head of Healthcare.</p> <p>Guy's Marsh- The Healthcare department have introduced a multi-disciplinary 'complex needs' meeting for healthcare clinicians to consider the causes of patient symptoms and the side effects of medication. Each complex need prisoner also has an allocated key worker within the Healthcare department. The Pharmacy Technician holds regular appointments for prisoners experiencing medication issues. All Healthcare staff will be reminded again that they should consider the causes of</p>	<p>Head of Healthcare- Lancaster Farms- Completed</p> <p>Head of Healthcare- Guy's Marsh- 10 May 2016</p>	

Action Plan - Mr Mark McGill at HMP Lancaster Farms on 12/07/15

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible	Progress (to be updated after 6 months)
			prisoner symptoms and the side effects of medication at the next staff meeting in May 2016, which will be recorded in the staff minutes.		
2	The Head of Healthcare at HMP Lancaster Farms should ensure that when a prisoner persistently does not attend healthcare appointments, healthcare staff follow up this up and where possible establish the reasons for non-attendance	Accepted	A system has been in place since August 2015 whereby all prisoners who do not attend appointments are followed up by the Healthcare Admin team to establish the reasons for non-attendance. This is then recorded in their SystmOne Healthcare record. This recommendation will be closely monitored by Head of Healthcare.	Head of Healthcare Completed	
3	The Governor and Head of Healthcare at HMP Lancaster Farms should ensure that all staff are clear about their responsibilities under PSI 03/2013. In particular, all staff must understand the need to use emergency medical codes in line with the national instruction and there are no delays in summoning an ambulance.	Accepted	A notice to staff was published in February 2016 reminding them of their responsibilities under PSI03/2013, making it clear that only code red and code blue should be used to request urgent medical assistance, and that there should be no delay in summoning an ambulance. This message has also been reinforced through the morning staff meetings. Communication room operatives have been briefed separately on the importance of correcting staff who do not follow the correct call out, and on what to do in the event of a call being made.	Governor Head of Safer Custody and Equalities Completed	