

**Action Plan- Terence Moule at HMP Oakwood on 12/07/2016**

<b>No</b>	<b>Recommendation</b>	<b>Accepted/Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
1	The Head of Healthcare should ensure that healthcare staff complete medication reviews accurately taking into account all the available information.	Accepted	The Head of Healthcare reminded all General Practitioners (GPs) at a meeting held in October 2016 that they must complete medication reviews accurately, taking into account all the available information.  House blocks now have dedicated clinicians to ensure continuation in care of patient health needs.	Head of Healthcare Completed
2	The Head of Healthcare should ensure that there is a clear process for scheduling tests and reviewing results which all staff understand.	Accepted	The Head of Healthcare reminded all GPs during monthly Quality and Assurance and GP meetings in December 2016 about the process for scheduling tests and reviewing results. A new process is currently being devised to inform patients of outcomes from diagnostic investigations. The new process involves the use of SystemOne. GP's work to review diagnostic results will be allocated via SystemOne, and closely monitored by the Head of Healthcare	Head of Healthcare 31 January 2017
3	The Governor should ensure that control room staff call an ambulance immediately when a medical emergency code is received.	Accepted	Guidance was reissued to staff during staff briefing and staff notices in December 2016 reminding them that they must call an ambulance immediately when a medical emergency code is received. All new prison officers will be trained in how to deal with an emergency when a medical code is called.	Governor Head of Safer Custody Completed