

**Action Plan –Richard West - HMP Winchester**

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that staff refer patients for review when they identify abnormal clinical observations	Accepted	<p>Refresher training on the national early warning system charts (NEWS). Now covered in ILS (intermediate life support training) and recorded on CNWL learning and development zone.</p> <p>Management instruction issued to all staff advising them of the need to refer patients for review by GP or other appropriate clinician when abnormal results are noted.</p> <p>Staff are reminded at handovers and team meetings of need to refer patients for whom results fall outside of the normal range.</p>	HCC - June 2017 Completed.
2	The Head of Healthcare should ensure that, where blood test results are not received, staff chase the laboratory and record that they have done so	Accepted	<p>CNWL pursuing the possibility of a completely electronic request and transmission of results – ICE. Requires a contract with pathology provider and support from IT.</p> <p>Local review of Blood requests &amp; reporting to be undertaken and interim measures put in to place whilst exploring (1) above. All requests now submitted electronically. Staff undertaking phlebotomy recording on System1 that bloods have been taken. When blood taken, patients name to be added to bloods waiting list to ensure that weekly, results are followed up and stored on System1 appropriately.</p>	HCC - August 2017 Completed.
3	The Head of Healthcare should ensure that a patient's diabetic care adheres to the NICE guidelines and the nine care processes and that results are actioned or reviewed	Accepted	<p>All diabetic patients are red coded through the reception screening process &amp; added to the waiting list for their review.</p> <p>The accepted template currently requests 7 of the 9 key care processes. Specific template to be updated to incorporate all nine care processes.</p> <p>Further local training will be provided to all clinical staff to review results and action accordingly.</p>	HCC - August 2017
4	The Head of Healthcare should ensure that staff review patients exhibiting fluctuating blood pressure and their records clearly note that they have such a condition	Accepted	<p>As per action point 3.</p> <p>Local algorithm to be designed to signpost when patient requires additional follow up/treatment – Links to implementation of NEWS screening tool.</p> <p>Refresher SystemOne training given in May/June 2017 with emphasis on recording of information</p>	HCC - August 2017 Completed.

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			(all aspects).	
5	The Head of Healthcare should ensure that social care referrals are made where it is appropriate to do so and a mechanism exists enabling the social care team to share information with healthcare staff	Accepted	<p>New process enables completion of relevant forms to be forwarded directly to social care team.</p> <p>Social care and integrated health care are using different systems for documentation – consideration to be given to standardising referral and assessment forms.</p> <p>Information sharing protocol to be reviewed and aligned.</p>	HCC - September 2017