

**Action Plan- Jeffrey Wragg. HMP Doncaster. NC.01/12/2016**

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that there are effective processes to ensure that prisoners receive their medication as prescribed and that failure to attend to collect medication is followed up with the reasons recorded.	Accepted	<p>Nottingham's Health Care implemented a Did Not Attend (DNA) Procedure in January 2017 as a directive for staff to follow should a patient fail to collect medication. This procedure provides a framework to ensure that DNAs are managed appropriately and safely and where required actions are taken to ensure the patient receives the appropriate care and treatment.</p> <p>The Trust medicine management procedures include guidance on the importance of prescribing, supplying and administering critical medicines, timeliness issues and what to do when a medicine has been omitted or delayed.</p> <p>In the event of a failure to collect medication, the prescribed medication is reviewed by the administering nurse/pharmacy technician to ascertain the risk to the patient, and a call is made to the wing to inform the patient and to arrange a time for collection. Dependent upon the type of medication involved, other healthcare professionals/prescribers may need to be informed of a failure to collect, as this could have a significant impact on a patient's health.</p> <p>Should the missed medication have a detrimental effect on the patient's health an appointment will be made with the Dr/Psychiatrist to discuss medication compliance and potential consequences of non-compliance.</p> <p>All DNAs are now be recorded on SystemOne information system and where appropriate a concise entry made.</p>	Head of Healthcare Completed January 2017
2	The Head of Healthcare should ensure that prisoners with hypertension are managed and reviewed in line with NICE guidelines and their condition is closely monitored using NEWS.	Accepted	SystemOne is linked to the Quality Outcome Framework that is used nationally in all community GP practices. This framework identifies all patients at point of Reception and adds the patient to a Long term Condition (LTC) register. This register is monitored by the Clinical Matron in Physical Health who ensures all patients are seen in clinic and appropriate measures are taken to ensure the patients receive treatment directly related to their LTC. The Quality Outcome Framework is specific and provides the Nurse with advice on treatment expectations.	Head of Healthcare Completed January 2017

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			<p>To improve safety in managing key clinical conditions at the point of reception a number of 'Task alerts' are triggered on the reception screen for patients with LTCs. These alerts are sent to senior nursing staff on site (i.e. 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>All patients with a LTC are added to appropriate recalls lists for LTC reviews (6 weekly / annual) as per the physical healthcare service model, and since January 2017 are referred to the Physical Health Complex care case management review since January 2017.</p> <p>On a weekly basis clinical team leaders discuss patients with complex needs and assign a named nurse to the patient who takes responsibility for the patient's care, ensuring all care plans are implemented and evaluated. Updates are reported at the weekly Complex Case Management reviews and recorded in SystemOne. This ensures that assurance is given to the Complex Case Management reviews that LTC are reviewed by the Long Term Condition nurse.</p> <p>All patients identified at point of Reception through the electronic alert system will be reviewed by the Advanced Nurse Practitioner in the Hypertension Clinics scheduled every Tuesday afternoon.</p> <p>NEWS is firmly embedded into practice and NEWS information is widely displayed, proformas are located in every emergency response bag and the NEWS template is located on the S1 Clinical Tree.</p>	