

Action Plan-Kenneth Harman. HMP Elmley. NC. 30/06/2017

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Governor should ensure that there are appropriate arrangements in place to ensure that prisoners do not miss hospital appointments.	Accepted	<p>The Head of Healthcare, Head of Operations and Head of Safer Custody reviewed processes in December 2017 to ensure that external hospital appointments are scheduled and appropriately actioned, including rapid referrals and emergency appointments.</p> <p>The current practice entails Healthcare scheduling a week in advance all external healthcare appointments, to enable the Prison to complete necessary risk assessments and set staffing arrangements. Where there is either an emergency appointment or rapid referral made, Healthcare will, in conjunction with either the Deputy Governor/Duty Governor, review the planned escorts for the week. Staffing permitting the additional escort will be facilitated, or one of the planned less urgent appointments will be rescheduled. These arrangements will ensure that hospital appointments are not missed.</p> <p>Additionally, Healthcare maintain a monthly register of all medical escorts and will record where there have been either cancelled or late. This includes operational interruptions, healthcare changes and also where appointment changes have been made by the external Hospital.</p>	Complete Head of Operations
2	The Governor should ensure that a family liaison officer or appropriate member of staff is appointed when a prisoner is taken to hospital with a serious illness, in line with Prison Service Instructions.	Accepted	A protocol is being drafted with the Head of Healthcare to ensure that a family liaison officer/appropriate staff member is appointed promptly when a prisoner is taken to hospital with a serious illness, to comply with the Prison Service Instructions.	End March 2018 Deputy Governor