

**Action Plan – Peter Anderson. HMP Risley. NC. 08/01/2017**

<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 if a prisoner does not attend a GP appointment, this is followed up and the reasons for non-attendance are written on the prisoner's SystemOne medical record	Accepted	GPs note all non-attendance on SystemOne. The GP assesses the need to see the patient and if the appointment is deemed to be essential, then another appointment is made immediately. The GP follows up all non-attendance with a letter informing the patient that they have missed an appointment. Those who have had another appointment made are informed that a further appointment has been made and those patients where another appointment is not deemed essential are advised to make a further appointment themselves if the patient still wants to see the GP.	Already in place since January 2016, when the current Head of Healthcare took post.
2	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	Patients who repeatedly fail to attend for administration of medication for serious or life threatening conditions are followed up and in the case of non-attendance for mental health conditions, a referral through SystemOne is made for the Mental Health team for review.	Completed