

Action Plan –Adrian Watts. HMP Bristol. NC. 17/03/2017

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that clinicians follow National Institute for Health and Clinical Excellence (NICE) guidelines and refer prisoners to a specialist urgently if they present with unexplained and persistent symptoms of suspected cancer	Accepted	<p>To ensure ongoing compliance with NICE guidance, the GP service will undertake a quarterly review of the NICE guidance updates and share the changes at the Local Governance meetings to ensure that the healthcare service is operating in line with requirements.</p> <p>Annual Personal Development Plans for GP's will also include a review of two week wait referral guidance. A sample audit will be undertaken annually to ensure compliance.</p>	<p>Quarterly from October 2017</p> <p>Hanham health</p>
2	<p>The Head of Healthcare should ensure that prisoners with serious illnesses receive immediate and effective pain relief when required, including overnight.</p> <p>An appropriate policy should be developed to manage those also undergoing treatment for opiate addiction</p>	Accepted	<p>As an immediate interim action guidance on pain management will be shared with all clinicians. This will include use of the pain ladder.</p> <p>A policy for pain management, including those undergoing treatment for opiate use, will be developed by the Hanham Health pain management consultant, approved through the virtual cabinet and added to the Inspire Better Health website for staff access.</p> <p>A training session will be held for healthcare staff to share the policy details and best practice in pain management. An annual refresher training session will be provided for healthcare staff.</p> <p>For prisoners with complex care requirements, a complex care case management system is being put in place, which will include handovers of patient care needs across shifts.</p>	<p>Completed</p> <p>BCH Clinical Director</p> <p>31 January 2018</p> <p>Hanham Health</p> <p>28 February 2018/annually thereafter</p> <p>Hanham Health</p> <p>31 March 2018</p> <p>Head of Healthcare</p>
3	The Head of Healthcare should	Accepted	A qualitative audit of the complaints process in HMP Bristol will be	31 December

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	ensure that complaints about healthcare are registered, dealt with quickly and the outcome recorded.		undertaken in November to assess compliance with the Bristol Community Health complaints policy. A resultant action plan will be produced and implemented accordingly to ensure compliance with the policy.	2017 BCH Clinical Directorate
4	The Governor and Head of Healthcare should ensure that prisoners with serious illnesses receive an appropriate diet to meet their needs, without delay.	Accepted	Healthcare will schedule a review with the patient at 7 and 14 days to check if dietary requirements are being met and inform the prison if there is an issue. A standard operating procedure will be developed between healthcare and the prison to enable patient's dietary requirements to be addressed.	Complete 31 December 2017 Head of Healthcare & Head of residential services
5	The Governor and Head of Healthcare should ensure that all staff completing and authorising risk assessments justifying the use of restraints on prisoners taken to hospital understand the legal position, and that assessments fully take into account the health of a prisoner and are based on the actual risk the prisoner presents at the time.	Accepted	Healthcare will provide a medical view of a prisoners condition based on their health needs to inform the risk assessment. The prison will then risk assess against the medical overview and define the level of restraint required based on their assessment of the overall security risk. Staff will ensure that assessments take account of the prisoner's health and actual risk(s) of escape at the time.	Complete and ongoing Hanham Healthcare & Head of Security

