

Action Plan – Mr Frederick Bailey 22nd May 2017

HMP Dartmoor and HMP Exeter

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Heads of Healthcare at HMP Dartmoor and HMP Exeter should ensure that all requests for follow up GP appointments are acted upon promptly.	Accepted	<p>HMP Exeter response – The admin processes around GP appointments & DNA's has been reviewed and there is a much tighter processes now for monitoring. The GPs task the admin team after or during a consultation if the patient requires a follow up appointment with a timeframe for the follow up and this is booked for them.</p> <p>Action: To develop Local Operating Procedure (LOP) to outline processes and to audit task to ensure follow up GP appointments are being booked.</p> <p>HMP Dartmoor response – The processes for GP appointments, follow up's and non-attenders have been reviewed. Healthcare Assistants allocated to GP clinics are responsible for recording and for requesting follow up appointments via the use of the GP waiting list via SystemOne, including recording the "due" date of the follow up. The administrative team are responsible for monitoring the GP waiting list and for booking follow up appointments in line with due dates. For non-attenders the GP will review each individual patient medical notes to determine priority for recall and/or if further review required. This is recorded via the GP red book which is then passed to the admin team at the end of each day. DNA rates are monitored via our monthly HIJ dashboard.</p> <p>Action: To develop Local Operating Procedure (LOP) to outline processes and link to existing LOP for Continuity of Information</p>	<p>January 2018 Clinical Lead Nurse</p> <p>January 2108 Head of Healthcare</p>