

Action Plan – John Beales, HMP Altcourse, NC. 13/06/2017

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Director and the Head of Healthcare should ensure that prison and healthcare staff communicate effectively with each other and with outside agencies to ensure that prisoners' appointments are not missed.	Accepted	The Head of Healthcare and Director have implemented a communication system that will ensure that any external appointments that are required are booked in through the external escorts system. Appointments are now confirmed with community colleagues to ensure that appointments are not missed. The Head of Healthcare will also ensure that any special requirements needed are communicated to operational staff, such as patient in a wheelchair, disabilities, personal needs etc.	Completed Head of Healthcare & Director
2	The Head of Healthcare at HMP Altcourse should ensure that clinical observations are performed and recorded according to instructions, to ensure that any change in a patient's condition is detected	Accepted	All staff have received further training in record keeping and ILS updates. NEWS TPR charts are used for all patients requiring regular observations and observations are also recorded on SystemOne. Compliance is checked regularly by a senior nurse. NEWS charts are also attached to every emergency grab bag.	Completed Head of Healthcare