

Action Plan – Ms Susan Ann Smith NC 21/12/2017

| No | Recommendation | Accepted/Not Accepted | Response | Target date for completion and function responsible |
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| 1 | The Head of Healthcare at Foston Hall should ensure that the reception health screen triggers appropriate reviews and referrals when a newly-arrived prisoner discloses an existing medical condition and that the relevant community records are obtained. | Accepted | <p>This process is now picked up and completed by the administration staff at HMP Foston Hall. This was implemented by the Healthcare team at HMP Foston as soon as the circumstances around Ms Smith's death were known in December 2017. The clinical lead audits a number of patients each month to ensure that this action is compliant.</p> <p>The service is due to connect to the spine of System One in early March 2019. This means that the prison will be able to access all community records electronically.</p> | <p>Complete</p> <p>Head of Healthcare</p> <p>March 2019</p> |
| 2 | The Governor and Head of Healthcare at Foston Hall should ensure that healthcare staff are informed when a prisoner returns from hospital, the prisoner is assessed, if appropriate and actions recommended in hospital discharge reports are implemented promptly. | Accepted | <p>All prisoners are seen and 'fitted' back into the establishment once they return back from hospital outpatient appointments. All prisoners with medication changes have a medication reconciliation performed on them. All correspondence are taken to the administration department and the letters are scanned for the ANP's and GP's to read and action. These processes were reinforced with staff through discussions in meetings and in one to one supervision sessions undertaken in January 2018.</p> | <p>Complete</p> <p>Head of Healthcare</p> |
| 3 | The Governor of HMP Foston Hall should ensure that the transfer process includes input from healthcare staff. | Accepted | <p>All prisoners transferring are checked with healthcare the week before they transfer. All patients are checked for a second time on the morning before they transfer by the Healthcare staff on duty in the reception area. Any pre-planned appointments, or any two week waits are kept at Foston Hall until they have had their appointment. This process was</p> | <p>Complete</p> <p>Head of Healthcare &</p> |

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| | | | formalised when the circumstances to Ms Smith's death were known and implemented in January 2018. Staff were taken through the process in team meetings and their understanding was reinforced in one to one to supervision sessions. | Head of OMU |
| 4 | The Head of Healthcare should ensure that requests for priority GP appointments are followed up promptly. | Accepted | Two urgent appointments have been added onto every GP clinic from April 2018 so that nurses can add patients in to the next clinic providing priority appointments on every clinic. The effectiveness of this process is monitored through the Clinical Governance meetings on a quarterly basis. | Completed Head of Healthcare |
| 5 | The Governor and Head of Healthcare should ensure that night staff obtain advice from the out of hours service when a prisoner is seriously unwell. | Accepted | A notice to staff was issued in December 2018, informing staff of the importance of contacting the Out of Hours service during night state. Night staff were reminded that all calls will be logged on the Managers briefing sheet and logged by the Head of Safer Prisons and Equalities. Use of out of hours services will be monitored through daily management meetings and bi-monthly Clinical Governance meetings | Complete Healthcare and Safety Leads |
| 6 | The Governor should ensure that all staff understand their responsibilities during medical emergencies and adhere to the instructions in PSI 03/2013 and local guidance, including using the appropriate emergency code and calling an ambulance | Accepted | A notice to staff is sent out bi-monthly reminding staff of the requirement to use response codes for medical emergencies. The last notice was published in October 2018 and will be re-issued in January 2019. A new protocol has been drafted which clearly outlines the role of staff and expectations about the use of emergency codes during night state. This will was issued in December 2018. | January 2019 Governor |

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| | without delay when they discover an apparent emergency. | | Use of emergency codes will be monitored through the Monthly Safety Meeting as a part of the Safety Action Plan | |
| 7 | The Governor should review with prison managers the events of 17/18 December, to inform learning and future management of similar incidents. | Accepted | The events of 17/18 December were raised at the Clinical Governance Meeting and Notices were issued to staff as explained above. Additionally, the Governor has requested that Group Safety Team lead a multi-disciplinary (including health) desktop review of the lead up to the events This will be completed by 31 January 2019 and recommendations will be added to the Safety Action plan and monitored through the Monthly Safety Meeting | Complete Governor 31 January 2019 |