

Action Plan – John Kinloch, HMP Holme House. NC. 18/01/2018

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that there is a robust system in place so that prisoners referred to the duty response nurse are triaged and seen on the day of referral if appropriate.	Accepted	A new system has been implemented, from July 2018, whereby all urgent cases for same day assessment are allocated to the emergency response Nurse via a ledger. These prisoners must be seen on the day of being added to the ledger. The Paramedic monitors this and ensures the most urgent prisoners are seen first. If the emergency Nurse is busy then the prisoners will be delegated during the Nursing handover. The Paramedic checks this on a daily basis, and when not on shift, checks back to check nothing has been missed.	Complete Head of Healthcare
2	The Head of Healthcare should ensure that healthcare investigation results are communicated to the primary care team with nursing support and monitoring put in place as appropriate.	Accepted	A new process is in place from July 2018, where prisoners can be added to the H2 ledger and they must be seen that day. The houseblock ledgers have been removed so prisoners are not missed. The ledger and tasks are then discussed in a handover meeting at 13.30. This means that any concerning healthcare investigation results will be communicated to the primary care team with support and monitoring actioned.	Complete Head of Healthcare