

**Action Plan – Mark Warriner. HMP Whatton. NC. 21/02/2018**

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that all requests for follow up GP appointments are actioned promptly.	Accepted	At the Clinical Governance Meeting on 27.06.2018 all staff have been instructed to book appointments directly within S1 to ensure that patients are seen in a timely manner when a GP follow up is required. This information is also noted in the handover log. When this is not possible Admin staff will override a booked clinic to ensure that the patient is reviewed. A review of this system will take place in December.	Head of Healthcare Completed for review December 2018.
2	The Governor and Head of Healthcare should ensure that staff facilitate prisoners' attendance at hospital appointments, including that they make appropriate transport arrangements.	Accepted	The Head of Healthcare and Head of Business Assurance discuss healthcare issues on a regular basis and this is also formalised as key stakeholders from their teams continue to meet consistently to ensure the operational line and healthcare department work in partnership to fulfil patient needs. A report is sent in advance to the Prison detail team and appropriate arrangements are made to facilitate escorts and transportation in a timely manner.  As from 19th September 2018, the Head of Healthcare and Head of Business Assurance will monitor this via monthly report to SMT meeting to ensure compliance.	Head of Business Assurance  September 2018