

Action Plan – Anthony Robinson . HMP Garth . NC. 11/01/2017

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Governor and the Head of Healthcare should ensure that prison and healthcare staff communicate effectively with each other and outside agencies to ensure prisoners' appointments are not missed, and that if they are missed, they are rescheduled without delay.		A robust excel spreadsheet system has been developed and was implemented in May 2017. The spreadsheet monitors the referral from the GP through to the prisoner attending their appointment. Any missed appointments are followed up with a letter to the prisoner and are rescheduled without delay. Relations between the local hospitals and Garth Healthcare have been developed over the last 12 months to ensure delays and cancelations are managed effectively. Additionally, Local Standard Operating Procedures were implemented in May 2017 to ensure a consistent approach between all members of the healthcare admin team.	Complete Head of Healthcare
2	The Head of Healthcare should ensure that systems are in place to ensure that prisoners are notified of GP or clinic appointments, and to ensure processes are in place to reschedule medical appointments that have been missed.		Healthcare uses a robust system that utilises prisoners (PID reps) to distribute appointment slips. This system was introduced in May 2017 and has been trialled and audited monthly through the Health and Justice Performance, quality and information metrics and discussed due the quarterly contract meeting with the Commissioner for NHS England. It was found to have a positive effect on the attendance rates within in the department. The process involves the representatives collecting the slip each Friday and delivering the appointment during association on each wing. Any prisoner who does not attend their appointment will receive a formal letter to advise of their non-attendance, whilst advising to them to contact the department to rearrange the appointment if needed.	Complete Head of Healthcare
3	The Head of Healthcare should ensure that prisoners are promptly referred to a GP when necessary, and that follow-up reviews are conducted without delay.		Healthcare provide daily clinics where a prisoner can request healthcare appointment if required. The clinic is led by the nursing team, who are able to complete a comprehensive assessment, and are guided by a SystemOne template which has diagnostic tools embedded within it to aid the	Complete Head of Healthcare

			<p>assessment process. Healthcare has access to a GP service five days a week, however a nurse has access to daily emergency slots if required.</p> <p>Information with regards to GP referrals, follow up reviews and missed appointments is gathered in consultation with prison staff and reviewed on a quarterly basis. This was introduced in May 2017 to ensure that unattended appointments are assessed by a member of the nursing team and rescheduled and follow-up reviews are conducted without delay.</p>	
4	The Head of Healthcare should ensure that all healthcare staff are fully aware of their role and responsibilities, and that they are competent to make accurate clinical judgements		<p>The staff induction pack was updated in May 2017 to include staff responsibilities and competencies. Every member of staff and agency nurse in post has received the updated pack and new members are provided with the pack. Staff are given supernumerary status until competencies have been achieved. Staff understanding of roles and responsibilities is followed up in regular supervision sessions, where their competencies are assessed by a senior member of the department. Additionally, there are scheduled monthly training days and these were used to keep staff's skills updated.</p>	<p>Complete</p> <p>Head of Healthcare</p>
5	The Head of Healthcare should ensure that healthcare staff communicate effectively to ensure that prisoners receive appropriate continuity of healthcare.		<p>The handover procedure was reviewed in June 2017, to ensure that all notes are recorded and communicated to handover staff. The Healthcare diary system is currently under review to explore increased effective communication.</p> <p>Additionally, the Head of Healthcare is looking into a multi-agency diary with the aim of increasing better communication between the agencies.</p>	<p>Complete</p> <p>Head of Healthcare</p>
6	The Head of Healthcare should ensure that all important information about prisoners' health is entered on SystmOne and that healthcare staff adequately review SystmOne records to ensure appropriate continuity of care		<p>The clinic team, complete comprehensive assessment, which are guided by a SystmOne template which has diagnostic tools embedded within it to aid the assessment process. SystmOne is able to collate historical data, through a keyword search facility and a continuous records overview.</p> <p>Staff were reminded within the Team monthly briefing in March 2018, of the importance of recording all important information about a prisoner's health and to review SystmOne records to guide clinic judgement. Staff are</p>	<p>Complete</p> <p>Head of Healthcare</p>

		due to be reminded again in June 2018. Service/staff improvement is explored under the terms lessons Learnt. Staff understanding of roles and responsibilities is followed up in monthly 1:1 supervision sessions, where their competencies are assessed by a senior member of the department. Additionally, there are scheduled monthly training days and these were used to keep staff's skills updated.	
7	The Head of Healthcare should ensure that all healthcare staff are aware of and understand their responsibilities during medical emergencies, and that designated emergency responders are able to hear and respond to emergency codes without delay.	<p>The Induction pack was updated in May 2017 to include instructions to staff of their responsibilities during medical emergencies. Staff understanding of responsibilities was followed up in one to one supervision sessions with Managers. The monthly training days will include specific training for staff on their responsibilities during medical emergencies is scheduled in June 2018, this will be repeated throughout the year as part of HMP Garth training calendar.</p> <p>The Head of Healthcare in conjunction with the Head of Safer Custody is currently rolling out the ERIC process. Emergency Response In Custody. The aim is to improve communication between the prison and the ambulance service. This approach ensures the ambulance service dispatches the right emergency response in a timely manner. Each staff member will be issued an ERIC card which has a set of questions on it that the ambulance service need, Problem? Age, Conscious? Breathing? Chest pain? And Bleeding? When any staff member radio's a code red or blue the questions on the card will be answered orally from the scene and given to the prison control room. This will be done immediately following the radio call, to enable the prison to give the ambulance service the information they need quickly.</p> <p>The Head of Healthcare has ensured that designated emergency responders are able to hear and respond to emergency codes without delay, this is achieved by detailing individuals the responsibility on a daily basis, there has been a procurement of radios from 2 to 11 which enables other staff members to intervene in the process where necessary, which will improve</p>	<p>Complete</p> <p>Head of Healthcare</p> <p>June 2018</p> <p>Head of Healthcare</p> <p>Complete</p> <p>Head of Safer Custody & Head of Healthcare</p> <p>Complete</p> <p>Head of Healthcare</p>

			the response time during an emergency. Any staff whom identify issues around difficulties hearing the radio are able to access ear pieces from the prison.	
8	<p>The Executive Director, Long-Term and High Security Estate and the NHS England Commissioners, should assure themselves that:</p> <ul style="list-style-type: none"> • effective action is taken to address the findings of this investigation; • disciplinary action is initiated against healthcare staff where warranted; and • the recommendations in this report are promptly and effectively implemented. 		<p>The Executive Director whilst not managing the healthcare contract, works closely with the Prison Governor and all key stakeholders to ensure risks are identified and where appropriate concerns are escalated to NHS England. All staff members identified within the report, where disciplinary action may be required, have been referred to relevant organisations by both NHSE and Bridgewater. Only one staff member remains employed with HMP Garth, this person is currently suspended from work and is subjected to a trust internal investigation.</p>	<p>Complete</p> <p>Executive Director & NHS England Commissioners</p>