

Action Plan - Christopher Daniel Tyler. HMP Thameside. NC. 31/10/2017

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that the community records of newly arrived prisoners are requested as part of their initial health screen and considered promptly.	Accepted	All newly arrived prisoners names will be made known to the administration team. If there is an NHS number, the GP records can be obtained from Spine promptly. Any further information can be obtained from the prisoner's GP directly.	April 2018 Head of Healthcare
2	The Head of Healthcare should ensure that staff who respond to an emergency record their actions and involvement in the SystmOne medical record	Accepted	All healthcare staff will clearly document their actions and involvement on SystmOne any emergency or other health related contact/information.	Complete Head of Healthcare
3	The Director and Head of Healthcare should ensure that all staff are aware of PSI 03/2013 and local guidance and understand their responsibilities during medical emergencies, including that staff use the appropriate code to communicate a medical emergency immediately.	Accepted	Healthcare staff are aware of their responsibilities during medical emergencies and a detailed Medical Response Procedures Notice to Staff was issued in February and uploaded onto the staff intranet. The Notice covers staff responsibilities during medical emergencies including using the appropriate code to communicate a medical emergency immediately.	Complete Assistant Director, Early Days & Safer Custody
4	The Head of Healthcare should ensure that when a prisoner is in a potentially life threatening situation, healthcare staff continue to monitor them and do not leave them alone.	Accepted	No prisoner should be left unattended by healthcare should the prisoners condition require further intervention and transfer to a secondary healthcare provider for example to hospital. Healthcare staff will ensure there is a handover to secondary staff, such as a handover to The London Ambulance service is complete. Staff were reminded of this requirement at a staff meeting in February and it is reinforced during handovers between healthcare staff during the day.	Complete Head of Healthcare

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5	The Director and Head of Security should ensure that all staff are told immediately about any malfunction in the cell bell system and know what to do in such circumstances	Accepted	Standard Operating Procedure 5.62- Cell Call Alarm System will be reviewed to include in the protocol for staff in the event of cell bell malfunction	March 2018 Assistant Director
6	The Director should ensure that there are processes in place to make sure that funeral expenses are paid without delay	Accepted	<p>HMP Thameside Procurement Manager will liaise closely with the Family Liaison Officer (FLO) and Serco Buying Support Team to minimise the time taken to pay funeral expenses.</p> <p>The process involves close liaison between the FLO and the family in future cases and advising Procurement Manager on the preferred Funeral Director. The Procurement Manager will notify Buying Support accordingly and make arrangements for invoices to be processed and paid via the early payment process.</p>	Complete Assistant Director Business Services