

**Action Plan – Victor Goodrum HMP Norwich NC. 04/09/2018**

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that a process is in place for raising concerns with local hospitals or care establishments and that staff know how to initiate this process.	Accepted	It is the responsibility of the prison healthcare provider to raise incidents with the local hospitals or care establishments which meet the threshold for a significant incident whilst the patient is in their case. The current process in place is the NHS England Significant Incident (SI) process. The prison healthcare provider also report the incident to the NHS England commissioners. The plan is to raise awareness of staff and managers through staff briefings to ensure that incidents which meets the threshold for a significant incident are reported through the NHS England SI process and the Clinical Commissioning Group Quality Issue Reports process. A safeguarding referral can also be made to the Hospital.	31 March 2019  Head of Healthcare
2	The Head of Healthcare should ensure that there is an effective process in place to obtain essential palliative care medication without delay when required.	Accepted	The palliative care box stock has been reviewed and stock has been increased to include the following medication on L Wing: Midazolam, diamorphine, Levomepromazine, Haloperidol and Buscopan. Where medication is not in stock it will be ordered for a next day delivery or obtained from the Out of Hours service. Where the medication is out of stock in a community pharmacy the out of hours service will be used to change the prescription to a medication which is in stock.  Further a process is being set up for an FP10 process, which is an NHS prescription pad that any prescriber can write, having followed clear protocol for access. This will ensure that medication required over the weekend can be accessed through a local pharmacy if the medication is urgent and cannot wait for the next day pharmacy local delivery.	Complete  Head of Healthcare  April 2019  Head of Healthcare