

Action Plan – Mr John Hill at HMP Oakwood – Natural cause on 24/05/2018

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare at HMP Hewell should ensure that outstanding hospital referrals for newly-arrived prisoners are followed up appropriately and the outcome documented.	Accepted	The Head of Healthcare will remind staff during team meetings and by a Notice to Staff in March 2019, of their responsibility to ensure the current processes in place following admission of a patient with identified outstanding hospital appointments are fully implemented ensuring follow-up and clear documentation of outcomes in the medical records.	Complete Head of Healthcare
2	The Head of Healthcare at Oakwood should ensure that staff monitor and record blood pressure readings and create care plans for all prisoners with hypertension, in line with national guidelines.	Accepted	In agreement with NHSE all long term conditions are managed at HMP Oakwood via the quality outcome framework (QoF). This is a community based facility within Systm1 which monitors and alerts healthcare staff when annual reviews are due in line with NHS and NICE guidance, QOF has been in place at HMP Oakwood since services transferred Care UK on 1 April 2016 If a patient was to have a period of exacerbation of their identified chronic disease, a care plan would be generated and care initiated as per this plan. Assurance will be gained through Care UK PROTECT audit.	Complete Head of Healthcare
3	The Head of Healthcare should ensure that clinicians are aware of best practice in prescribing amitriptyline and investigate all likely causes of a prisoner's symptoms of ill health, including the side effects of medication.	Accepted	The Head of Healthcare reiterated to all current prescribers in June 2018 the importance of investigating and reviewing symptoms when presented with a patient with an exacerbation of any illness in line with current and up to date NICE guidelines. Also reiterated that side effects are reviewed prior to prescribing of any medication as per prescribing guidelines. Self-reflection has been completed in June 2018 by clinicians involved in this case and has been shared between prescribers as part of the weekly safer prescribing forum.	Complete Head of Healthcare

			Assurance will be gained through Care UK PROTECT audit	
4	The Head of Healthcare should ensure that there is an auditable process to track requests for clinical investigations and the results.	Accepted	<p>HMP Oakwood's lead GP is currently reviewing the appropriateness of purchasing ICE which is software that monitors and tracks all diagnostic tests electronically.</p> <p>Currently all diagnostic results are reviewed by the General Practitioner or Advanced Nurse Practitioner.</p> <p>Assurance will be gained through Care UK PROTECT audit.</p>	<p>April 2019</p> <p>Head of Healthcare</p>
5	The Head of Healthcare should ensure that there is an auditable process for reviewing non-routine ECG readings within ten minutes, when a prisoner reports chest pains.	Accepted	<p>At the time of the incident there was a full Local Operating Procedure (LOP) in place in relation to the reviewing of ECG's for those patients who had experienced chest pain. This LOP has since been re-circulated to staff, via email and discussed in our weekly staff meetings in May 2018</p> <p>Assurance will be gained through Care UK PROTECT audit</p>	<p>Complete</p> <p>Head of Healthcare</p>
6	The Head of Healthcare should ensure that clinicians are aware of symptoms to be reported to the GP and that urgent referrals to specialists are processed within 24 hours.	Accepted	<p>Discussed with clinical team during the 72 hour review, in May 2018 examples of where red flag symptoms are to be highlighted and reported to the GP. For example the use of the modified early warning score that informs staff if a patient has deteriorated. This patient would then be reviewed by the GP.</p> <p>GP's are aware that all specialist referrals must be processed within 24 hours from point of patient contact, in line with NHS National Standards.</p> <p>Assurance will be gained through Care UK PROTECT audit.</p>	<p>Complete</p> <p>Head of Healthcare</p>
7	The Director should ensure that control room staff request an ambulance immediately when a medical emergency response code is called.	Accepted	<p>Control room staff have been briefed and a Director's order issued to ensure an ambulance is requested when a medical emergency code is called.</p> <p>Director's Order issue #009 07.08.2018</p>	<p>Complete</p> <p>Head of Security</p>

8	<p>The Director and Head of Healthcare should ensure that all staff undertaking risk assessments for prisoners taken to hospital understand the legal position on the use of restraints and that assessments fully take into account the health of a prisoner and are based on the actual risk the prisoner presents at the time.</p>	Accepted	<p>A comprehensive risk assessment process is in place for all prisoners required to attend outside hospital whilst in custody at HMP Oakwood. These arrangements form part of the Local Security Strategy. This strategy and guidance enables consideration to be given for individuals in terms of staffing, use of restraints, mode of transport etc. whilst taking into account the health of the prisoner. It also sets out clearly the requirement and responsibilities of senior staff who undertake risk assessments. The Director reinforced these mandatory actions in March 2019 and periodically to ensure all staff are fully aware of our legal position and obligation.</p> <p>The Head of Security revised the prison's escort risk assessment form in March 2019 to ensure that it evidences:</p> <ul style="list-style-type: none"> • healthcare staff to say whether the prisoner's current state of health has an impact on his mobility; and • prison staff to show that they have taken this information into account in assessing the prisoner's current level of risk. 	<p>Complete</p> <p>Head of Security</p>
9	<p>The Director should revise the prison's escort risk assessment form to ensure that it requires:</p> <ul style="list-style-type: none"> • healthcare staff to say whether the prisoner's current state of health has an impact on his mobility; and • prison staff to show that they have taken this information into account in assessing the prisoner's current level of risk, and should send the Ombudsman a copy of the revised form. 	Accepted	<p>The Head of Security revised the prison's escort risk assessment form in March 2019 to ensure that it evidences:</p> <ul style="list-style-type: none"> • healthcare staff to say whether the prisoner's current state of health has an impact on his mobility; and • prison staff to show that they have taken this information into account in assessing the prisoner's current level of risk. 	<p>Complete</p> <p>Head of Security</p>

