Action Plan – Mr Paul Gray at HMP Humber – Natural Cause on 17/01/2019				
No	**Recommendation**	**Accepted/Not Accepted**	**Response**	**Target date for completion and function responsible**
1	The Governor should: □ ensure that individual radios are regularly tested and that the radio network is fully operational at all times so that staff can use their radios to make emergency calls; and □ provide guidance to staff on alternative methods for raising the alarm in an emergency if radio communication fails.	Accepted Accepted	The radios and net coverage are checked on a yearly basis by CAPITA. Additionally, the prison carries out two net test calls per day for the purpose of ensuring that the system and radio handsets are fully functional. The radio network will however not allow for multiple transmissions which can cause a "drop out" of a split second. This has been addressed through a Governor's (Radio Traffic) Order instructing keeping the network traffic to a minimum and the alternative methods of raising an alarm is explained below. A Notice to staff was developed offering guidance on the "Urgent Message" procedure clearly outlining under what circumstances this is to be used. This notice will also include guidance on the 2222 procedure for urgent messages by telephone. It was issued in July 2019 and is reissued every six months.	Complete Governor
2	The Governor should review the operation of Humber's medical emergency response code protocol with the local healthcare commissioner and ambulance trust to ensure that ambulances are despatched without delay when a medical emergency code is called.	Accepted	A meeting took place including the Head of the Healthcare Provider, a senior manager from HMP Humber and Yorkshire Ambulance Service in July, 2019; this meeting reviewed the concerns raised and identified actions to resolve. This should meet this recommendation and improve response times in the case of a medical emergency. This will also be discussed and monitored at the Prison Healthcare Operational Group meeting.	Complete Governor