

Action Plan – Harold Burnett. HMP Garth. NC. 16/12/2017

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that staff monitor any urgent referrals to a hospital specialist to avoid delays.	Accepted	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
2	The Governor and Head of Healthcare should ensure that all prison and healthcare staff are made aware of and understand Garth's Information Notice 106/15 and their responsibilities following requests for medical assistance.	Accepted	Staff notice 106/15 will be revised and re-issued via email and intranet publication. The content of the notice will be communicated to Staff via meetings and wing briefings to ensure compliance with the content. Healthcare and Safer Custody are rolling out a programme of ERIC, emergency response in custody this will give staff more confidence in how to deal with a medical emergency and ensure there isn't a delay in offenders receiving treatment, and this rollout will include what staff should do in both an emergency and non-emergency situation.	August 31 st 2018 Head of safer Prisons & Head of Healthcare
3	The Governor should ensure that staff notify a prisoner's next of kin as soon as possible when a prisoner becomes seriously ill,	Accepted	A new protocol will be implemented to ensure Duty Governors are given relevant information from Healthcare on the health condition of the offender. This will ensure Governors can make informed decisions on whether to contact NOK based on the seriousness of that health condition.	July 31 st 2018 Head of safer Prisons & Head of Healthcare