

**Action Plan – Gareth Warburton HMP Hewell NC 01/04/2018**

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should provide the PPO with evidence that the recommendations in the RCA report into the prescription error have been implemented	Accepted	The newly appointed Head of Healthcare commenced a review of all actions listed in the Care UK Root cause analysis report (RCA) relating to the prescription error in October 2018. This is due for completion for April 2019, actions not yet complete and to be implemented as required and a report of actions will be provided to the PPO.	April 2019  Head of Healthcare
2	The Head of Healthcare should review the system for the management of complex long-term conditions, and implement a Case Finding and Risk Stratification system in line with NHS England guidance.	Accepted	A new Local Operating Procedure (LOP) for Weekly MPCCC (multi professional complex case committee) was introduced in August 2018. This picks up prisoners who are post-transplant and adheres to NHS England guidance.  There will be further changes to the LOP when a review (due in February 2019) of complex cases is undertaken, to allow for the involvement of mental health, healthcare and prison staff, to facilitate the weekly review of service users who present with multifaceted or complex needs and inform a management plan.	Complete  Head of Healthcare  February 2019  Head of Healthcare
3	The Head of Healthcare should ensure that prisoners with terminal diagnoses are placed on a palliative care register to receive appropriate care	Accepted	The current Local Operating Procedure (LOP) for MPCCC (multi professional complex case committee) was reviewed and amended to include patients with a terminal diagnosis added to MPCCC for appropriate review and care, from August 2018. This means that such prisoners will be placed on the palliative care register and receive appropriate care with an allocated named nurse.	Complete  Head of Healthcare
4	The Head of Healthcare should review the process for the management of external correspondence from other	Accepted	All external correspondence received is now scanned onto the patient medical record with the generation of a task to the duty doctor; this was implemented	Complete  Head of

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	healthcare providers to ensure that appropriate actions are taken to provide continuity of care.		in June 2018. This ensures the identification of any existing or newly diagnosed health issues, future appointments or recommended treatments. The LOP 'Continuity of information' will be reviewed and updated, approved and shared with staff in February 2019.	Healthcare February 2019 Head of Healthcare