

**Action Plan – Mr Peter Tillotson at HMP Wakefield – Natural Causes on 23/07/2019**

<b>No</b>	<b>Recommendation</b>	<b>Accepted/ Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
1	The Head of Healthcare should ensure that staff are aware of the need to appropriately escalate any clinical concerns.	Accepted	This is a case of poor documentation which has been covered in the October documentation training and has been discussed and accepted as part of previous recommendations. If patient transfers to hospital are refused this is escalated via Datix and a call to duty manager is made. Following this report a poster has been made to remind staff to Datix the refused escort, Record on SystmOne and to escalate verbally to the Head of Healthcare or the On call manager if out of hours.	Complete  Head of Healthcare
2	The Head of Healthcare should ensure that staff consider transferring patients to the inpatient facility if they assess that there is a clinical need.	Accepted	This is common practice although on this occasion not recorded appropriately. This has been addressed directly with the staff member on shift. All patients entering into palliative care are discussed on daily Multi Profession complex case clinics, weekly SIM meetings in partnership with the prison and at monthly dying well in custody meetings in partnership with the local hospital. The documentation issue has been covered in training which took place in October 2019 attended by all staff and has been discussed as part of previous recommendations.	Complete  Head of Healthcare
3	The Governor and the Head of Healthcare should ensure that applications for compassionate release are progressed in a timely manner and submitted as promptly as possible.	Accepted	This is a case of a mistaken email address, the sender has been alerted to their mistake and had an opportunity to read the Ombudsman's report.  All reports to healthcare are received centrally and assessed daily to monitor completion. These are also monitored in weekly management meetings to ensure none of the reports are missing.	Complete  Governor & Head of Healthcare