

**Action Plan – John Lowe - HMP High Down NC 04/08/2018**

<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 patients are promptly reviewed after external appointments or admissions and any correspondence relating to diagnoses, treatment and monitoring is scanned onto the prisoner's medical record and actioned.	Accepted	<p>A system will be established by 31 January to ensure that every prisoner is seen by a nurse in reception prior to their return to the residential accommodation. The Nurse will check the discharge summary and keep a log of any relevant information.</p> <p>Escorting officers will be reminded in January 2019 that they should be provided with a discharge summary/report when a prisoner is returning to the establishment.</p>	<p>31 January 2019</p> <p>Head of Healthcare</p>
2	The Governor should ensure that a Family Liaison Officer is appointed when a prisoner is diagnosed with a serious or terminal condition and that they make contact with the next of kin and complete the FLO log.	Accepted	<p>A notice will be sent in January 2019 to all operational managers, reminding them that a FLO must be appointed whenever a terminal illness is diagnosed, that contact must be made with the prisoner's next of kin and this should be documented.</p> <p>Since Mr Lowe's death, an additional two FLOs have been trained.</p>	<p>31 January 2019</p> <p>Governor</p>