

Action Plan – Mr Christopher Symes at HMP Dovegate – Unclassified on 22/09/2018

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	<p>The Head of Healthcare should review the system for the ordering and dispensing of prisoners' prescribed medications to ensure that:</p> <ul style="list-style-type: none"> • medications are dispensed consistently and without delay; and • a mechanism is in place to identify those medications considered to be of an urgent nature. 	Accepted	<p>In March 2019, the Head of Healthcare conducted a review of the system for the ordering and dispensing of prisoners' prescribed medications, to assess whether medications are dispensed consistently without delay; and that a mechanism is in place to identify those medications considered to be of an urgent nature.</p> <p>Following the review, all GPs were reminded at a daily staff briefing session in March 2019, of the importance of ensuring that medications are dispensed consistently and efficiently, and that where medication requirements are urgent, then tasks are prioritized with a red flag and this must be followed up with a phone call to the pharmacy team. Healthcare staff were also reminded at this time of the process for dispensing of medication, including the requirement to generate an electronic prescription request, using SystemOne for the GP.</p>	Head of Healthcare Completed
2	<p>The Director should ensure that all prison staff are made aware of and understand PSI 03/2013 and their responsibilities during medical emergencies, so that there is no delay in calling a medical emergency code or calling an ambulance.</p>	Accepted	<p>All staff were reminded through a staff briefing in September 2018 about PSI 03/2013, and their responsibilities during medical emergencies, so that there is no delay in calling a medical emergency code or calling an ambulance.</p> <p>Since September 2018, the establishment conducts critical reviews of all code blue and code red incidents to teach staff the correct way of calling a medical emergency.</p>	Director Completed