

Action Plan – Mr Andre Paul Reich at HMP Frankland – Natural Causes on 21/02/2019

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should provide the Ombudsman with an account of the action he has taken to ensure healthcare staff are following NEWS guidelines in response to NEWS scores.	Accepted	<p>Audits were undertaken of NEWS2 between January and March 2019 in the North East Prison cluster with there being 10 audits completed for HMP Frankland. There was 100% compliance in the following areas :</p> <ul style="list-style-type: none"> • All physiological observations were documented on the G4S NEWS2 tool. • An entry was made to highlight why observations had been completed. • The score was correctly accumulated. <p>Refresher training was delivered to clinical staff on NEWS2 in July 2019 with further E training planned for September 2019.</p>	<p>Complete</p> <p>Clinical Governance Manager</p> <p>September 2019</p> <p>Deputy Head of Healthcare</p>