

Action Plan – Mr Stephen Hill at HMP Oakwood – Natural Causes on 31/07/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare at HMP Stafford should ensure that when prisoners are released or transferred, their prescribed medication goes with them.	Accepted	<p>A process has been introduced immediately following the death of Mr Hill whereby emails relating to a prisoner's release is sent to the wider healthcare team, including all members of the pharmacy team, enabling medication to be arranged in preparation for any prisoner transfers.</p> <p>A further process was introduced (again following Mr Hill's death) whereby all prisoners transferring and leaving HMP Stafford are physically seen by a registered professional in admissions. The professional completes the transfer template on SystmOne which flags up a reminder to check whether medication is required to be dispensed and transferred with the patient.</p>	<p>Complete</p> <p>Head of Healthcare</p>
2	The Head of Healthcare at HMP Oakwood should ensure that there is no delay in prisoners receiving medication prescribed as urgent.	Accepted	<p>Immediately after Mr Hill's death, the Head of Healthcare instigated a meeting to review the current processes in place in relation to medication, as a result of this incident. The new process is as follows:</p> <p>At point of reception at HMP Oakwood, if the prisoner on medication, a "task" will be sent to the practice team to prescribe the continuation of their medication. A "task" is an electronic instruction via our medical system, SystmOne, which requests that a practitioner completes a specific action relating to the patient. This "task" is then placed on the "virtual ledger" as a reminder for the prescriber. The "virtual ledger" is an appointment list within SystmOne that is added to the bottom of the GP's patient list which prompts them to prescribe the prisoner's medication. This is a fail-safe visual process in the event that "tasks" are not actioned effectively. Once completed the "task" is saved to the patient record. If the prisoner arrives in admissions with no medication the "task" is marked as urgent. Once the prescription is printed off the prescriber hand writes</p>	<p>Complete</p> <p>Head of Healthcare</p>

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			<p>on the prescription “Urgent”. The pharmacy technician team is alerted via the “ask” of the “urgent” prescription and they will physically collect this from the prescriber and deliver to the on-site Pharmacy.</p> <p>The Pharmacy provision at HMP Oakwood is commissioned by NHS England. Their service times are 08:00 to 16:00 Monday to Friday and are provided by Lloyds Pharmacy Group. Healthcare do not have access to the pharmacy during out of hours. If medication is required during out of hours, we have an emergency stock list whereby staff can dispense the medication with the support of out of hour’s prescribers. The emergency stock cupboard is not an extensive list and since Mr Hill’s death the stock list has now been amended and the medication that was required and is included in the emergency supply cupboard. Staff are now made aware of the out of hours provision provided by Lloyds. This was published via a Notice to Staff and a poster placed in the admissions area for the nurses to see.</p>	
3	<p>The Director at HMP Oakwood should remind officers of the need to check their radio battery life at the start of their shift and of the process to recharge or change it during their shift if necessary.</p>		<p>There is a battery charged on each houseback which contains spare batteries, staff have access to these during their shift.</p> <p>All staff are requested to check the radio battery life at the start of their shift. If their battery dies before the shift ends, and there is no spare batteries on the house block, support staff including the Night Manager are available to enable staff to change or replaced their batteries before shift ends.</p> <p>Daily checks are completed on all batteries by Security Officers, any battery that is damaged or will not hold its charge is replaced.</p> <p>If there is an emergency and battery dies then all staff are aware of the process to</p>	<p>June 2020</p> <p>Head of Security</p>

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			<p>follow either call communications room by phone if time permits shout for help or use of their whistle. Oakwood Security department checks at regular intervals, any batteries coming to end of life are replaced.</p> <p>Officers will be reminded when they collect radio at the start of their shift, to ensure the battery on their radio is fully charged before they leave the gate area. The Head of Security issued a staff notice in June 2020 to reinforce this request.</p>	