

Action Plan – Mr Patrick Ryan at HMP & YOI Doncaster – Natural Causes on 30/08/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that all prisoners are offered a secondary health screen in line with NICE guidelines.	Accepted	<p>Care UK introduced 2nd Screen Process 1st December 2018 to ensure all prisoners are fully aware of their Second Screen appointment. Since that time attendance has been monitored and processes adjusted to increase attendance. The following procedure is now in place with continued data monitoring at the Prison & Health Operational Group to ensure there are no enabling issues.</p> <p>Second Screen clinics are scheduled 5 days a week and facilitate up to 16 appointments per day.</p> <p>Two clinicians are allocated to the clinic every day to ensure the prisoners receive robust 2nd screen assessments and any associated treatments they may require at that time.</p> <p>All new receptions receive an appointment to attend Healthcare for their second health screen. The appointment is very clear in terms of date and time of appointment and includes details of what to expect at the appointment. This appointment is handed to the prisoner on first night of reception.</p> <p>A list of all new receptions required to attend for second screening is provided to the Unit Managers to ensure they are aware of the prisoner's requirement to be escorted to Healthcare. Dates and times are provided for clarity. Prisoner's appointments are provided on the ATM. Healthcare Support Officers attend the residential areas to collect the prisoner for their Second Screen appointments.</p> <p>The Did Not Attend procedure is applied which dictates the prisoners are provided with a second opportunity to attend for second screening. Patients are entitled to decline the opportunity for second screen and healthcare professionals cannot enforce their attendance. Their refusal however is recorded in the patient's medical record, stating they "Did Not Attend". Patients are then issued with a letter of their non-attendance of the secondary screen and provided with an</p>	<p>Complete</p> <p>Head of Healthcare</p>

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			option for them to rebook the appointment through the ATM system. This letter will be scanned onto SystmOne for audit purposes. The audit procedure commenced in November 2019.	
2	<p>The Head of Healthcare should ensure that all staff follow NICE guidance and the Local Operating Procedure on Managing Omitted Doses of Medication and that when a prisoner becomes non-compliant with a critical medication they:</p> <ul style="list-style-type: none"> • document and escalate any concerns; • review the prisoner’s in-possession status; and • consider holding a multi-professional complex case clinic review 	Accepted	<p>Medication doses may often be omitted within the Health in Justice setting for a wide range of reasons including but not limited to; patient choice, medication supply delays, unclear prescriptions / directions, regimen restrictions, poor concordance, diversion, meds not reconciled after transfer of care etc.</p> <p>Whilst only a small percentage of this will have the potential to cause harm it is important that as a healthcare team we acknowledge individual reasons why doses may be omitted and work with patients and colleagues to resolve any issues.</p> <p>We need to be aware of the harm that a missed dose of a critical medication can cause and prioritise critical medicines with prompt follow up to ensure patient harm is minimised, causation identified and resolution put in place.</p> <p>The Local Operating Procedure (“LOP”) for ‘Managing Omitted Doses of Medication’ was completed in September 2019.</p> <p>The LOP directs the Clinicians to scrutinise all omitted doses daily and establish reasons in every case to mitigate risks to the patients. Some omitted doses will pose little risk to the patient and may not involve any further action; some will require prompt action and may be critical to the individual.</p> <ul style="list-style-type: none"> • All omitted doses are discussed daily at the Multi-Disciplinary Clinical handover. A multi-disciplinary approach will be applied to reach a decision on management of the patient’s medication and non-compliance. 	<p>Complete</p> <p>Head of Healthcare</p>

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			<ul style="list-style-type: none"> • All decisions will be documented on the patients record and clearly assigned to an appropriate clinician to follow up with the patient and establish reasons for non-compliance. • Clear documentation must be made within the Staff Observation Book and SystmOne electronic clinical record with clear directive of follow up requirements. • The Clinician allocated to the clinical care follow up must be identified and documented in the observation/handover book. • The Clinician will visit the patient to establish reason for non-attendance, clinical risk will be explained to the patient <p>LOP compliance is audited by the Senior Pharmacy technician weekly. This procedure is well embedded into practice.</p>	