

Action Plan – Mr Stephen Martin at HMP Oakwood – Natural Causes on 29/10/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should ensure that staff create and document care plans for all prisoners with chronic and/or life limiting conditions.	Accepted	<p>The processes have been reviewed immediately after Mr Martin’s death in custody and all long term conditions are now managed via the Quality Outcome Framework (QOF). QOF was not utilised by the previous provider of the healthcare services at HMP Oakwood and so it was only implemented from April 2016 when Care UK became the provider. Healthcare’s current QOF score is 96%. This means that 96% of prisoners within HMP Oakwood who have a defined chronic illness have been reviewed. Due to the size and capacity of HMP Oakwood, we will never achieve 100% with the QOF data, though we obviously thrive to constantly increase the percentage.</p> <p>As a healthcare provider in a prison setting, unlike community GP providers, we are not financially monitored via QOF. However, Care UK utilises its format as we feel that this is the most effective way of monitoring patients. This ensures that reviews of long term conditions are held in accordance with the guidance set out by NICE.</p> <p>All prisoners with long term conditions who have increased contact with healthcare due to their long term condition being unstable have care plans in place for staff to use. They are also placed on the relevant clinician’s caseload in relation to their condition and a personalised care plan is created. This process has been finalised with NHS England.</p>	Complete Head of Healthcare
2	The Head of Healthcare should ensure that there is no delay in prisoners receiving prescribed medication.	Accepted	At point of reception at HMP Oakwood, if the prisoner is 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	Complete Head of Healthcare

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			<p>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 SystemOne 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 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.</p> <p>A reminder was sent immediately to staff after Mr Martin’s death confirming the above explained process due to an acknowledgement of a previous similar Ombudsman’s recommendation made previously.</p>	
3	The Director and Head of Healthcare should ensure that sufficient staffing resources are allocated to hospital escorts to meet the health needs of the population, that hospital	Accepted	HMP Oakwood only has a designated 8 appointments per day, if appointments exceed this then all appointment due on that day are clinically prioritised by a clinician. The numbers of appointments cancelled or rescheduled are discussed with the Director and commissioners at Bi-monthly Local Delivery Boards (LDB).	Complete Director & Head of Healthcare

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	<p>appointments are cancelled only as a last resort and at no detriment to a prisoner's health and that staff clearly record the reasons for such cancellations.</p>		<p>HMP Oakwood remains to have a large number of NHS 18 week breaches. Ongoing reviews of this were undertaken bi-monthly and at present this is reviewed monthly during the COVID-19 pandemic.</p> <p>The Head of Healthcare continues to work with NHSe to review current provision of internal services, we are currently in the process of:</p> <ol style="list-style-type: none"> 1) Submitting a Business Case to NHSe for an in house MRI scanner; 2) Data collection in relation to Saturday appointments; 3) Submitting a Business Case with Time for Teeth to review for the potential of in house dental surgery; and 4) Reviewing the need for routine and emergency x-rays in this cluster to develop an in-house x-ray facility. 	