

Action Plan – Mr Peter Cartwright at HMP Oakwood – Natural Cause on 13/11/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
			Assistant (HCA) who would be available during GP clinic times to complete any urgent diagnostic tests that may be required. It is the HCA's responsibility to inform the requesting practitioner if there are any reasons as to why the diagnostic test could not be completed.	
2	The Head of Healthcare at HMP Hewell and HMP Oakwood should ensure that staff create and document care plans for all prisoners with heart disease, high blood pressure, chronic kidney disease and type 2 diabetes, in line with national guidelines.	Accepted	<p>HMP Hewell</p> <p>There is a significant churn of patients in and out of HMP Hewell due to its short term remand status. To respond to the challenge of managing patients with long term conditions who often may not reside at HMP Hewell for long, we have made several changes to our service delivery. A weekly Multi Professional Complex Case Clinic reviews all patients who have a long term condition and identifies whether the patients discussed require a care plan, as agreed with NHS England Health in Justice Commissioners. A named nurse is identified for all patients who are on a long term condition register, and the patient will be added to the nurses' caseload. The named nurse will ensure that the patient has a current care plan and that it is being performed as appropriate. An Advanced Nurse Practitioner (ANP) has been employed with the sole purpose of managing patients against the Quality Outcomes Framework (QOF) to ensure that the appropriate outcomes for each patient are being planned and met. The Business and Quality Manager has implemented a governance check to audit that patients on a long term condition register, have a care plan in place.</p>	<p>June 2020</p> <p>Primary Care</p>

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			<p>HMP Oakwood</p> <p>The processes have been reviewed 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. Care UK utilises the QOF 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>Healthcare’s current QOF score is 96%. This means that 96% of patients within HMP Oakwood who have a defined chronic illness have been reviewed. We thrive to constantly increase the percentage.</p> <p>All patients 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>	<p>Complete</p> <p>Head of Healthcare</p>
3	The Head of Healthcare at HMP Oakwood should ensure that changes to medication recommended by specialists are introduced as instructed.	Accepted	All patients returning from external hospital appointments during HMP Oakwood’s service time are reviewed by a Registered Nurse. All actions including changes to medication recommended by specialists following the external hospital are tasked to the relevant clinician.	<p>Complete</p> <p>Head of Healthcare</p>