

Action Plan – Mr Anthony Newman at HMP Exeter – Natural Cause on 31/03/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	Following a transfer from another prison, an assessment and medication review should be documented clearly in the medical records in a timely manner, so that all new staff providing care for the prisoner are fully aware of the patient's medical history, medication and other key medical information.	Accepted	<p>Since 2018 NHSE has required that a Medicines Reconciliation occurs within 72 hours of a prisoner entering the establishment. This is recorded on a template on S1 and is audited and reported on monthly to commissioners.</p> <p>On entry into the establishment all patients are seen by a reception nurse and, where needed, a GP who will assess and review individual needs.</p>	<p>Complete</p> <p>Head of Healthcare</p>
2	Nurses administering medication should be alerted to the possibilities for prescribing "as required" medication. This might usefully be mentioned at the hand over meeting.	Accepted	<p>Individual prisoner concerns are handed over as they arise at the hand over meeting. For complex prisoners a 'medicines administration' care plan will be used to ensure all the team have access to this information. The use of care plans to assess and document these requirements will be monitored through quarterly record keeping audits from November 2019.</p>	<p>Complete</p> <p>Head of Healthcare</p>
3	When the next of kin telephones asking for an update on their relative, this should be organised as soon as is convenient. If for some reason contact cannot be made at the appointed time, a fresh appointment should be made as soon as possible.	Accepted	<p>A Family Liaison Officer (FLO) will be appointed at an appropriate time, following medical prognosis. This will allow for positive relationships between parties to develop. All existing FLOs will be reminded of the need to maintain regular contact with families, and to ensure that appropriate contact details are passed.</p> <p>The Contact number for F Wing to be made available to families of those located there for palliative purposes. F wing staff to be briefed about taking calls from families and ensuring that an appropriate individual either provides an update or ensures that such is provided by Healthcare without delay. F wing has 24 hour staff cover to facilitate this.</p>	<p>Complete</p> <p>Governor</p>

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4	Commissioners should consider whether contracts for community services, such as those of the dieticians, should be extended to ensure that they cover visits to the prison	Accepted	Prisoners in a custodial setting are entitled to receive the same range and quality of services that the general public receive in the community. The challenge of delivering health services within a prison unfortunately means that external and internal healthcare appointments sometimes have to be cancelled due to regime restrictions. Healthcare providers work closely with commissioners and HMPPS to attempt to facilitate access to community services, as required. Health & Justice Commissioners will continue to work with other NHS Commissioners to ensure that specialist services are accessible to all prisoners.	Complete Senior Health &, Justice Commissioner (NHS England & NHS Improvement, South Region)