

**Action Plan – Mrs Serena Nicolle at HMP Bronzefield – Natural Cause on 03/09/2018**

<b>No</b>	<b>Recommendation</b>	<b>Accepted/Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
1	The Director and Head of Healthcare should ensure that all prison and healthcare staff (including GPs) understand that the decision on whether healthcare staff need to see a prisoner in person to make an assessment or deliver treatment is a clinical decision, and that if healthcare staff consider it clinically necessary, operational staff should facilitate it after making appropriate arrangements where necessary.	Accepted	<p>It will be reiterated and reinforced to all Clinical staff including GPs that access to residents for clinical assessment must be facilitated by operational staff where they assess this is necessary.</p> <p>This will be done on induction for new starters as well as raised in staff handovers, huddles and Clinical Governance meetings for existing staff and reviewed annually in one to ones, huddles and team meetings.</p> <p>In addition, communications will be sent to all clinical partner agencies and all prison staff reiterating the decision making process</p>	<p>September 2019</p> <p>Head of Healthcare</p>
2	The Head of Healthcare should ensure that healthcare staff are able to obtain timely managerial support when required outside of normal working hours.	Accepted	A GP is on call out of hours providing clinical staff the ability to obtain advise where required. This provision has been reiterated to healthcare staff in May 2019 through staff briefings.	<p>Complete</p> <p>Head of Healthcare</p>
3	The Head of Healthcare should remind clinical staff, including GPs, of their responsibilities to keep accurate and precise clinical records.	Accepted	<p>All clinical staff including GPs will be reminded of their responsibilities under their respective professional bodies of the importance of accurate record keeping.</p> <p>This will be communicated in staff meetings, huddles and one to ones.</p> <p>The Head of Healthcare will ensure annual record keeping refreshers are provided to all staff including GPs, temporary and agency clinical staff.</p>	<p>September 2019</p> <p>Head of Healthcare</p>

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			In addition, the Clinical Audit diary has been updated to include Systemone record keeping checks for quality assurance and was implemented in April 2019.	