

Action Plan – Mr Anthony McCann at HMP Gartree – Natural Causes on 19/10/2020

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare should implement weight monitoring care plans for patients who report unintentional weight loss.	Accepted	Care plan and record keeping audits are in place and completed by the clinical matrons and form part of the directorate audit cycle and monitoring. The results of the audit will be embedded in the action plan.	August 2021 Physical Health Matron
2	The Head of Healthcare should develop a system to alert the healthcare team to missed appointments.	Accepted	<p>SystemOne is used for all booked healthcare appointments and patients that Do Not Attend (DNA) appointments are rebooked and followed up as per a Standard Operating Procedure (SOP). This SOP has been shared and discussed with staff again on 24 May 2021, with staff signing to say that they have read and understood. This includes agency and substantive staff.</p> <p>Additionally, monthly DNA audits will take place to ensure that the SOP is followed. Where the audit indicates that the procedure is not followed, patients will be rebooked and further discussion will take place with individual members of staff in 1:1 supervision. The results of the audit will be embedded in the action plan.</p>	Complete All pathway matrons / leads. (physical health, mental health, substance misuse, pharmacy) August 2021