

Action Plan – Mr David Best at HMP/YOI Exeter – Natural Causes on 22/02/2019

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Healthcare at Channings Wood should ensure that a copy of this report is shared with a prison GP and that they discuss the Ombudsman's findings to address the issues raised.	Accepted	The findings and issues of the Ombudsman report were shared with a prison GP in April 2019.	Complete Regional Clinical Lead GP
2	The Head of Healthcare at Channings Wood should ensure that a robust process is in place to monitor referrals made by healthcare staff and ensure that they are promptly and appropriately actioned.	Accepted	<p>Process are now in place (from April 2019) that all referrals are sent to the admin team via the task system. The process stipulates the admin team then generating a referral letter via system1 which is sent to the hospital via post. The admin team run a daily report (Monday to Friday) to review open referrals and depending on the timescale follow up with the hospitals once confirmation of patient on waiting list referral is closed.</p> <p>The Senior Administrator completes a weekly dip test of this referral process to ensure this is being followed and reviews outstanding referrals to ensure they have an update on the progress of appointment being booked. Any timeframe lapses will be flagged with head of healthcare to take forward and any discrepancies will be reported via Datix (incident management system).</p>	Complete Head of Healthcare
3	The Governor at Exeter should ensure that when a prisoner is diagnosed with a terminal illness, a clear	Accepted	The Head of Safer Prisons at Exeter will draw up a protocol to encompass both this set of circumstances and those who transfer in from other establishments with a terminal diagnosis. Healthcare are developing a list of those prisoners with a current terminal prognosis. A protocol will be developed for alerting the	31 October 2019 Head of Safer Custody

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	system is in place to complete compassionate release paperwork in a timely manner.		establishment as to when it may be appropriate to initiate compassionate release protocols, without breaking medical confidentiality. The Offender Management Unit will be responsible for compassionate release processes.	