

Action Plan – Mr Andrew Hall at HMP Birmingham – Natural Causes on 12/01/2021

| No | Recommendation | Accepted /Not Accepted | Response | Target date for completion and function responsible |
|-----------|--|-------------------------------|---|--|
| 1 | The Head of Healthcare should ensure that all clinical referral forms and letters, have a clear statement indicating that all communications about hospital appointments must be addressed or communicated to the prison healthcare department, in order to allow the hospital department dealing with a referral to be alerted immediately. | Accepted | Amendments to the referral form were made (July 2021) so that all the information is now incorporated into the one document. This includes a statement that all communications about hospital appointments are addressed to prison healthcare. GPs have been instructed to use the revised referral letters for everyday referrals to hospital. | Complete Head of Healthcare |
| 2 | The Head of Healthcare should commend Nurse A for the use of a picture story book to enable Mr Hall to understand his condition. This example of good practice should be shared with all healthcare staff. | Accepted | Nurse A has received a letter regarding her use of the story book and her positive practice has been highlighted (June 2021). Story books are used in healthcare and we have agreed this should be rolled out as best practice more widely. | Complete Head of Healthcare |