

Action Plan – Mr Simon Penny at HMP Bristol – on 11/09/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Governor should ensure that healthcare staff are given access to prisoners who need to be medically examined in their cells.	Accepted	<p>Healthcare have access to all prisoners and can request to see any resident at any time. There are facilities healthcare can assess and this is facilitated by HMP Bristol.</p> <p>The health escalation pathway is in place (from September 2020) and is shared with healthcare staff during induction to HMP Bristol. In situations where access is not given Healthcare will discuss with duty Health Manager at first instance. This can then be escalated to the GP or ACP who will liaise with HMP Bristol Duty Manager. The Head of Healthcare will escalate to the Governor/Deputy if required.</p> <p>The Head of Healthcare has sent an electronic reminder of this process in October 2020.</p>	<p>Complete</p> <p>Head of Residence</p> <p>Head of Healthcare</p>
2	The Head of Healthcare should ensure that healthcare staff understand that they can insist on being able to examine a prisoner in person if they consider it clinically necessary, and that there is a clear escalation path if this is denied.	Accepted	<p>Head of Healthcare has briefed team leaders. Staff briefings have been conducted throughout September and October 2020. All new Healthcare staff are briefed as part of their induction regarding the escalation pathway.</p> <p>The escalation process as described above is in place.</p>	<p>Head of Healthcare</p> <p>01/11/2020</p>
3	The Governor and Head of Healthcare should ensure that clinical treatment and examination rooms are appropriately furnished and that a sink and privacy curtains are installed in the room on C3.	Accepted	<p>Clinical treatment rooms are furnished as per Department of Health guidance. A sink is in situ and a screen is being sourced. The screen will be in place by December 2020.</p> <p>Room checks are completed daily by the physical health team. These checks have been added to the Infection Prevention and Control Audit, which takes place annually.</p>	<p>01/12/2020</p> <p>Head of Healthcare</p>
4	The Governor should ensure that all staff know how to request medical assistance at night when the prisoner's condition is not considered	Accepted	<p>A Notice to staff was issued on October 2020. The NTS sets out information for staff how to request medical assistance at night.</p> <p>The information will be circulated to all staff as a NTS through the Safety</p>	<p>Complete</p> <p>Head of Operations</p>

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	to be life-threatening.		<p>communication strategy. The Safety communication strategy is a rolling 12 month programme of information sharing to all staff. It is designed around key Safety messages and previous PPO recommendations.</p> <p>All Night staff are issued with an electronic briefing sheet including how to request medical assistance. This is issued at the beginning of their weekly duties.</p> <p>The PPO action plan is a standing agenda item in the Safety Strategy Meeting and actions from the PPO plan are monitored monthly. Staff mentor and Apprenticeship coach has been made aware to ensure all new staff are aware of policy for requesting medical assistance.</p>	
5	The Governor should ensure that staff understand the policy on opening cells at night, notably that subject to a personal risk assessment, they are permitted to enter a cell in an emergency when there is potentially a risk to life.	Accepted	<p>A Notice to staff was issued on 2 October 2020. The NTS explained the dynamic risk assessment process required by a single person to unlock a cell at night. This information will be circulated to all staff in way of NTS through the 12 month rolling Safety communication strategy. This strategy ensures key safety messages are routinely published and communicated with the staff group.</p> <p>A Quick Time Learning E Mail sent to all staff on the 25/9/20. The Quick time learning bulletin delivered the key points of the NTS but in less narrative.</p> <p>All Night staff are issued with an electronic briefing sheet including entering a cell at night/alone. Guidance is included in the sheet regarding the dynamic risk assessment process a single person should make and actions they should take. This is issued at the beginning of their weekly duties.</p> <p>The PPO action plan is a standing agenda item in the Safety Strategy Meeting and actions from the PPO plan are tested monthly.</p>	<p>Complete</p> <p>Head of Operations</p>

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			Staff mentor and Apprenticeship coach made aware to ensure all new staff are aware of policy for unlocking cells at night / alone in a medical emergency	
6	<p>The Governor and Head of Healthcare should ensure that all prison staff understand PSI 03/2013, as well as local instructions and their responsibilities during medical emergencies, including:</p> <ul style="list-style-type: none"> • using the appropriate emergency code to effectively communicate the nature of a medical emergency and enable staff to take the relevant equipment to an emergency; • calling an ambulance immediately in an emergency; and • promptly providing the information expected in the Secondary Emergency Notification of Dispatch (SEND) protocol, when requesting an ambulance. 	Accepted	<p>A Notice to staff was issued in October 2020.</p> <p>All Night staff are issued an electronic briefing sheet including medical emergencies. This briefing sheet includes information and the process that must be followed when calling a medical emergency. The sheet explains the criteria for each code and required actions. This is issued at the beginning of their weekly duties.</p> <p>The information will be circulated to all staff in way of NTS through the Safety communication strategy. This information will be circulated to all staff in way of NTS through the 12 month rolling Safety communication strategy. This strategy ensures key safety messages are routinely published and communicated with the staff group.</p> <p>The PPO action plan is a standing agenda item in the Safety Strategy Meeting and actions from the PPO plan are tested monthly.</p> <p>The Staff mentor and Apprenticeship coach will ensure all new staff are aware of policy for requesting medical assistance.</p> <p>The SEND protocol (an agreement between South West Ambulance Service SWAS and HMP Bristol) is displayed in all wing offices and medical examination rooms. There are an agreed set of questions that are asked by the SWAS to ensure processing of the emergency call is as efficient as possible.</p> <p>Code RED/Blue cards will be issued to staff in October 2020.</p>	<p>Head of Safety</p> <p>01/11/2020</p>

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			Quick Time Learning E Mail sent 29/9/20 re the information required when a code is called and actions that must be taken.	
7	The Head of Healthcare should ensure that emergency bags are fully equipped and checked in line with the healthcare policy and that checks are documented.	Accepted	<p>Clinical staff were consulted regarding the contents of the emergency bag Standard Operating Procedure (SOP) via Inspiring Better Health virtual clinical cabinet.</p> <p>The Emergency bag check list has been reviewed and rationalised in March 2020. Emergency bags are sealed and seals are checked daily by the physical health team.</p> <p>There is an audit trial in place to ensure compliance to these checks. These checks are conducted weekly by the physical health team.</p> <p>The contents of the Emergency bags were agreed and signed off at Drugs and Therapeutic Committee on the 20/5/2020</p> <p>The Emergency Bag SOP will be going to the integrated clinical governance meeting for ratification on 13/10/2020.</p>	Complete Head of Healthcare
8	The Governor and Head of Healthcare should ensure that staff fully document requests, significant interactions and decisions relating to prisoners.	Accepted	<p>NOMIS and SystemOne are in place to record and document requests, significant interactions and decisions.</p> <p>A Notice to staff was issued in October 2020 regarding the importance of documenting decisions on NOMIS and System one.</p> <p>The Head of Residence completes a weekly management check of all residents who have not had a NOMIS entry within the last seven days. Any resident who has not had an entry on NOMIS is tasked to complete it that day.</p>	Complete Head of Healthcare / Head of Residence

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			<p>SystemOne is subject to an audit every quarter. This is an independent audit conducted by the National Health Service.</p> <p>The Staff mentor and Apprenticeship coach have been made aware to ensure all new staff are aware of the importance of recording decisions on NOMIS.</p>	
9	The Governor should ensure that this report is shared with the prison's family liaison officer, so that she is aware of the Ombudsman's comments.	Accepted	The Ombudsman's report was shared with the named Officer in addition to a discussion led by the Governor in September 2020.	Complete Governor