

Action Plan in response to the PPO Report into the death of

Mr Paul Smith on 03/02/2021 at HMP Hewell

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare should ensure that overseas health records are requested for prisoners who have recently lived in other countries.	Accepted	<p>HMP Hewell's medications reconciliation process now includes the requirement for the Pharmacy Technician to have a face-to-face conversation with the prisoner once the GP Summary and Summary Care Records have been viewed.</p> <p>The purpose of the face-to-face conversation is to establish from prisoners as to whether or not any additional medication is currently being prescribed, and if so, from which provider. With further information provided, healthcare staff can request the necessary evidence from the relevant source, including medical records overseas.</p>	<p>Head of Healthcare</p> <p>Practice Plus Group</p>	Completed
2	The Head of Healthcare should ensure that the cessation of high risk prescribed drugs is based on a patient's individual needs and they are supported through the process.	Accepted	<p>Patients subject to the cessation of any high risk prescription medications will receive a full consultation before as per HMP Hewell's Local Operating Procedure. They will also be referred to the substance misuse team who will be able to provide a period of support and observation whilst the medication is reduced/stopped, as well as provide further clinical assessments.</p>	<p>Head of Healthcare</p> <p>Practice Plus Group</p>	Completed



3	The Head of Healthcare should share this report with the relevant healthcare staff, including GPs, so they are aware of the Ombudsman's findings.	Accepted	The Clinical Review has already been shared with the relevant healthcare staff. This same process (along with the same distribution list) has been repeated for this report.	Head of Healthcare Practice Plus Group	Completed
4	The Head of Healthcare should review the internal task system, ensuring referrals and requests are processed efficiently.	Accepted	The internal task system is now subject to daily reporting and is discussed and referred to at the daily staff handover meeting. The report is also shared via email on a weekly basis, so that individual clinicians can see it. This will ensure information regarding referrals and requests get to the clinicians so they can be processed more effectively.	Head of Healthcare Practice Plus Group	Completed
5	The Governor should ensure that staff understand the eligibility rules for international PIN phone accounts.	Accepted	If a prisoner has family living abroad they can put in a request for an international PIN phone account. Once confirmed staff will add the international pin to their phone account. All requests go through staff in the Business Hub who are aware of the process and who is eligible. Staff have been reminded during briefings to contact the Business Hub should they have questions regarding the process or a prisoners eligibility.	Head of Business and Assurance HMPPS	Completed
6	The Governor should remind staff of the medical emergency response protocol and ensure they are clear that where codes are appropriate, they should be used immediately.	Accepted	The staff notice reminding staff of the medical emergency protocol was re-issued in August 2021 and is scheduled to be re-issued every six months, or when the instruction changes. In addition, during briefings staff have been reminded of the importance of calling clear and appropriate medical emergency response codes as soon as an incident is discovered. Staff have been advised that should there be a reason why they	Head of Safer Custody HMPPS	Completed



			are unable to call a medical emergency response code immediately, they must ask a colleague to do so.		
7	The Governor should share this report with Officer A and arrange for a senior manager to discuss the Ombudsman's findings with him.	Accepted	This report has been shared with the prison officer and the findings discussed.	Head of Safer Custody HMPPS	Completed

