

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

Mr John Hand on 25/04/2021 at HMP Bure

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare should ensure that NEWS2 escalation is documented to reflect decision making against the NEWS2 policy. Documentation should also include when a decision is made that is not in line with policy.	Accepted	<p>All staff will complete mandatory training on NEWS2 to raise awareness amongst the healthcare team.</p> <p>Records will be audited to ascertain whether staff utilise NEWS2 tool in their clinical assessment of unwell patients and record findings accurately and escalate results as required.</p> <p>Nationally record keeping training is being developed which explore defensible decision making. When completed staff at HMP Bure will access this training to support.</p>	Head of Healthcare	<p>Completed 09 September 2021</p> <p>09 September 2021</p> <p>09 September 2021</p>
2	The Head of Healthcare should ensure that care plans are initiated and reviewed to support prisoner management.	Accepted	Staff utilise the Arden's templates to support long term condition care planning. There are identified nurses specialising in long term conditions who manage patients with long term conditions. All patients are reviewed as per NICE guidance in line with their condition.	Head of Healthcare	<p>Completed 09 September 2021</p>



3	<p>The Governor and Head of Healthcare should ensure that suitable transport is arranged in a timely manner for hospital appointments to avoid unnecessary cancellations.</p>	Accepted	<p>The process for arranging transport for prisoner's medical appointments is well embedded. Medical appointments are booked by healthcare administration and once confirmed by the hospital, Healthcare then liaise with the prison and provide dates, times and type of transport required i.e. - wheelchair accessible vehicle. This is shared with relevant departments and updated regularly with any amendments.</p> <p>This includes the Operations Function who then contact the transport company and books the required vehicles. Bookings are made by the OSG's in communications and the process is overseen by the Operations Custodial Managers.</p> <p>The Head of Safety has communicated a reminder to responsible staff to ensure that suitable transport is arranged for every hospital escort. This includes escorts arranged outside of the routine appointment booking process.</p>	Head of Security	<p>Completed</p> <p>30 November 2021</p>
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