

Action Plan in response to the PPO Report into the death of Mr William Peter Billingham on 19/03/2021 at HMP Birmingham

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare should ensure that healthcare staff have a clear process for escalating requests for hospital appointments where a prisoner's medical condition is deteriorating and/or where it is felt that access needs to be prioritised.	Accepted	There is a Protocol for managing the deteriorating patient with respiratory disease; it includes the relevant clinical examinations and investigations and onward specialist referral pathways. This was taken to Clinical Governance 2/9/21 (Enhanced Clinical Observation Pathway) and was signed off. The Protocol was circulated to staff and discussed in team meetings	Head of Healthcare	January 2022
2	The Head of Healthcare should ensure that where healthcare staff have difficulties booking or changing a hospital appointment, they record all communication with hospital staff in the prisoner's medical record, including the outcome of their request.	Accepted	The protocol for booking and rebooking hospital appointments has been reviewed and emphasis on the recording of actions and communication has been made.	Head of Healthcare	January 2022



3	<p>The Head of Healthcare should ensure that:</p> <ul style="list-style-type: none"> • healthcare staff share key information with prison staff so that prison staff can consider appropriate levels of monitoring; and • this is recorded in the prisoner's medical records. 	Accepted	<p>If a prisoner refuses to relocate to healthcare against clinical guidance this is reported to the Duty Governor, Orderly Officer and wing officer. The Duty Governor and Orderly Officer will organise for the specific wing staff responsible for supervision of the prisoner to undertake additional welfare checks to mirror hourly healthcare checks. Healthcare will then record on SystmOne the prisoner's refusal and what actions they have taken to provide support.</p>	Governor & Head of Healthcare	January 2022
4	<p>The Governor and the Head of Healthcare should ensure that all staff undertaking risk assessments for prisoners taken to hospital understand the legal position on the use of restraints and the policy set out in PSI 33/2015.</p>	Accepted	<p>The prison completes a risk assessment for planned escorts. This has a medical update and a security manager's recommendation. Then the Duty Governor uses this information to update the assessment. The risk assessment includes a question directed to the Duty Governor – "Is the cuffing appropriate linked to healthcare reasons?" Yes/No. The decision to change cuffing arrangements is subject to recording a defensible decision as a requirement. Senior managers have been briefed as have Orderly Officers who organise and dispatch the escort.</p> <p>The Governor acknowledges this is a repeat recommendation and as such Governors who fail to consider and evidence a defensible decision (surrounding cuffing arrangements and the</p>	Governor & Head of Healthcare	January 2022



			Graham Judgement) will be subject to investigation procedures.		
5	The Governor should ensure that staff understand that when there is a potential risk to life, they should enter a cell at night, subject to a personal risk assessment.	Accepted	All staff have been briefed that they are required to enter a cell (subject to a personal risk assessment) to provide support to prisoners where there is a risk to life during night state. This has included assurance checks during Governor Night visits whereby random checks are conducted regarding the process of entering a cell in an emergency.	Governor	March 2022
6	The Governor should ensure that all prison staff are made aware of and understand their responsibilities during medical emergencies in line with Prison Service Instruction (PSI) 03/2013. In particular, where there are serious concerns about the health of a prisoner, staff should use a medical emergency code immediately to alert control room staff to call an ambulance automatically.	Accepted	All staff have been briefed that they are required to use a code to highlight a medical emergency. All staff have been briefed to provide first aid in the event of a medical emergency. Birmingham prison is training staff in the use of “codes” by an NHS Nurse who is providing face-to-face training with a pass / fail accreditation.	Governor	January 2022 August 2022
7	The Governor should ensure that: <ul style="list-style-type: none"> • staff responding to reportable incidents, including medical emergencies, activate their BWVCs at the earliest opportunity; and 	Accepted	Staff who respond to incidents should activate their body worn camera and are required to do this. The body worn camera policy has been reissued and reminders have been sent to staff who respond to incidents (Echo response) regarding the requirement to wear and then activate a camera.	Governor	March 2022



	<ul style="list-style-type: none">• staff are familiar with the policy on the recording of medical emergencies set out in paragraph 5.16 of PSI 04/2017.				
8	The Governor should share this report with the OSG who carried out the roll check on 19 March 2021 and the officer who responded to the OSG's call for assistance so they are aware of the Ombudsman's findings.	Accepted	This was disclosed to the two officers.	Governor	January 2022

