

Action Plan in response to the PPO Report into the death of Mr Gordon Snashfold on 4/11/2021 at HMP The Verne

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 are aware of how to identify and refer into suspected cancer pathways, in accordance with NICE guidelines.	Accepted	GP is responsible for making all suspected cancer pathway referrals. GP reflected on this incident as part of the clinical case review on 23/11/2021 and will continue to refer in accordance with NICE guidelines.	Head of Healthcare	Complete
2	The Head of Healthcare should ensure that staff are aware of, and follow, the recommended clinical escalation procedures when using the National Early Warning Score (NEWS) assessment tool.	Accepted	NEWS2 is used for every observation calculation as best practice enabling benchmark for patients. Pocket guide aid memoires are being used from August 2020 as there is no SystmOne/digital access at point of care delivery to signpost staff to the appropriate escalation pathway	Head of Healthcare	Complete
3	The NHSE Commissioner for the South (South West) region should write to the Ombudsman setting out what she is doing to satisfy herself that healthcare staff at The Verne are consistent in understanding and following	Accepted	NHSE lead has seen and reviewed the healthcare provider's policy on NEWS 2 and its use in prison settings, not all of which have 24 hour provision. The use and the rollout of the policy has been discussed at the quarterly Clinical Quality Review Meeting (May 2022). The Commissioner has seen evidence of	Health & Justice Commissioning Manager, NHSE SW	Complete



	National Guidelines when using the NEWS assessment tool.		<p>engagement in the policy by Practice Plus Group (PPG), the healthcare provider, and is satisfied with both the policy and the work done to implement it. Whilst NEWS 2 has not been adapted for use in prisons where repeated NEWS2 scoring is not possible out of hours, PPG have provided assurance that an escalation process is in place, and a handover to prison staff where there may be concerns.</p> <p>It is also clear that NEWS 2 is being successfully implemented across other healthcare providers in prison across the entirety of the South West region.</p>		
4	The Head of Healthcare should ensure that end of life discussions are considered at an early stage for ageing patients with complex and long term health problems, to include palliative care and any advanced decisions they wish to make.	Accepted	<p>The SPICT tool is being adopted from March 2022 for the early identification of patients who are entering the palliative stage of their illness.</p> <p>This will be a whole service approach, looking at the oldest patients first to complete the assessment tool.</p> <p>Once patients have been assessed then the REPSECT document will be used to commence early conversations.</p>	Head of Healthcare	December 2022
5	The Governor should ensure that all prison staff are made aware of, and understand, their responsibilities during medical emergencies in line with Prison	Accepted	The SEND (Secondary Emergency Notification Dispatch) protocol is the recognised method in which staff in the control room will call an ambulance as soon as a code blue or red has been raised and then start ambulance triage questions.	Head of Residence and Safety	01/06/2022



	<p>Service Instruction (PSI) 03/2013. In particular, where there are serious concerns about the health of a prisoner, staff should use an emergency code to alert control room staff to call an ambulance automatically.</p>		<p>Aide memoir cards are currently being sourced to issue to all staff, and a revised Governor's notice to staff was published in December 2021 highlighting the importance of ensuring that correct procedures are followed in all cases when the codes are called. Further medical emergency guidance was published in February 2022.</p> <p>Additional assurance checks have been put in place in the form of dip testing of staff knowledge regarding the use of Codes which is carried out by Safer Custody staff on a monthly basis.</p> <p>Medical emergencies are also covered during Suicide And Self Harm training and HMP The Verne are currently on hold with training due to COVID-19 restrictions but the agreed training plan is ready to proceed with as soon as restrictions are lifted.</p>		
6	<p>The Prison Group Director for Avon and South Dorset prisons should write to the Ombudsman setting out what he is doing to satisfy himself that responses to medical emergencies are being conducted at The Verne in line with national guidance.</p>	Accepted	<p>The Prison Group Director wrote to the Ombudsman on 6 May 2022 detailing the measures and assurance to address concerns.</p>	Prison Group Director Avon, South Dorset & Wiltshire	Complete

