

## Action Plan in response to the PPO Report into the death of Mr John Burnley on 07/11/2021 at HMP Stafford

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare should review current practice and ensure that appropriate, consistent processes are in place for assessing, managing and prescribing for long-term conditions.	Accepted	<p>The head of healthcare has initiated a full review of medication management for long term health conditions. The role of the practice nurse was reviewed as part of this and an audit to ensure that the processes are fully in line with NICE guidance will be completed by July 2022.</p> <p>The practice nurse, who currently manages all patients with long term conditions, now schedules structured clinics and also ensures that care plans are implemented and reviewed as needed. The practice nurse also completes and reviews all Quality and Outcomes Framework (QOF) on a monthly basis.</p> <p>Patients with long term conditions are also now discussed at Multi-Professional Complex Case Clinic on a monthly basis where all multi-professional staff within the healthcare team routinely attend.</p>	<p>Head of Healthcare and Deputy Head of Healthcare</p> <p>Practice Plus Group (PPG)</p>	July 2022
2	The Head of Healthcare should complete an immediate medication management review, focusing on patients who take multiple medications in line with	Accepted	Medication management was identified in a Care Quality Commission and NHS England inspection, the area of concern was acknowledged, identified and formed part of a milestone action plan for medication management.	Head of Healthcare and Deputy Head of Healthcare PPG	September 2022



	the Royal Pharmaceutical Society's (RPS) Professional Standards for Optimising Medicines for people in Secure Environments.		<p>Within the action plan, all urgent and essential actions have now been completed. This is reviewed regularly by senior team on site and also as part of scrutiny calls with regional and national managers within Practice Plus Group and NHS England.</p> <p>The overall action plan is due to be completed in September 2022 and this will continue to be monitored and reviewed to ensure the medication management is in line with the Royal Pharmaceutical Society's (RPS) Professional Standards for Optimising Medicines for people in Secure Environments.</p>		
3	The Head of Healthcare should ensure that there is a robust system in place for safe prescribing, a patient focused approach to medicines use and that any discrepancies are followed up.	Accepted	<p>A daily 'buzz' meeting is held with all healthcare and pharmacy staff to ensure that all staff are briefed and any relevant information is shared on a daily basis. The staff within each medication hatch report on all omitted doses and any missing medications during the daily meeting.</p> <p>This information is also recorded on the daily omitted doses sheet to ensure there is an available record of patients who have not attended for their medications.</p> <p>After three omitted doses, the patient is out-reached by a member of the healthcare team for intervention. This is discussed and recorded on the daily meeting minutes and the patient's electronic record.</p>	Head of Healthcare and Deputy Head of Healthcare PPG	Completed
4	The NHS England and NHS Improvement Commissioner for the West Midlands region should write to the Ombudsman setting out what she is doing to satisfy herself that HMP Stafford has a	Accepted	The NHS England and NHS Improvement Commissioner for the West Midlands region will write to the Ombudsman by September 2022.	NHS England and NHS Improvement Commissioner	September 2022



	robust system for managing medication safely and that prisoners with long-term conditions have appropriate care plans in place.				
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