

Action Plan in response to the PPO Report into the death of Mr Edward Coysh on 26/04/2021 at HMP Wymott

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Head of Healthcare at HMP Wymott should ensure that staff revisit the guidance outlined within NG 57 Physical Healthcare for Prisoners, and that those prisoners identified at reception with any ongoing treatment needs are referred to relevant services to ensure continuity of healthcare is maintained.	Accepted	The Head of Healthcare will ensure a copy of NG57 is shared with all staff. Staff are reminded of the importance of completing appropriate referrals in reception to relevant services	Head of Healthcare HMP Wymott	31/01/2022
2	The Head of Healthcare at HMP Wymott should put processes in place to ensure that prisoners with health concerns that require ongoing surveillance are referred to the local service provider.	Accepted	All prisoners are referred to appropriate local services via GP	Head of Healthcare HMP Wymott	31/01/2022
3	The Head of Healthcare at HMP Wymott should liaise with the Lead GP to ensure that healthcare staff 1) revisit national guidance in relation to	Accepted	All staff have been asked to refresh themselves on NICE guidelines in relation to suspected cancer. The care of jaundice and deranged liver function tests are the responsibility of the GP. If prisoners report a	Head of Healthcare HMP Wymott	31/01/2022



	suspected cancer, jaundice and deranged liver function tests; and 2) refer prisoners with a concerning presentation to appropriate specialist services.		health concern to a nurse they will refer to a GP accordingly, who will then refer to the appropriate specialist services if required.		
4	The Head of Healthcare at HMP Wymott should ensure that 1) there are systems in place for tracking the progress of routine referrals sent to specialist services; and 2) if a patient does not receive an appointment for specialist assessment in line with the timescales outlined in national guidance, this is followed up in a timely manner with the secondary care provider.	Accepted	Healthcare administration are responsible for referrals, these are recorded on a spreadsheet so the length of time the referral has been ongoing can be monitored. We have links with the local hospital and if appointments are falling outside of national timescales, they contact the prison admin team to consider facilitating at the earliest opportunity.	Head of Healthcare HMP Wymott	31/01/2022
5	The Head of Healthcare at HMP Wymott should ensure that staff are aware of the different processes in place for arranging appointments for those patients requiring a prompt GP assessment.	Accepted	All staff are aware of the processes through induction of arranging GP appointments through SystemOne. They are also aware that emergency appointments are available daily basis.	Head of Healthcare HMP Wymott	31/01/2022
6	The Head of Healthcare and Lead GP at HMP Wymott should ensure that: <ul style="list-style-type: none"> • there is comprehensive guidance in place so that healthcare professionals are better able to 	Accepted	Initially a nurse would assess a patient and can prescribe simple analgesia under PGD. They will require to be GP where appropriate. GP has the option to refer to external pain management services if needed.	Head of Healthcare HMP Wymott	31/01/2022



	<p>identify and manage those prisoners who are experiencing pain; and</p> <ul style="list-style-type: none"> • there are agreed criteria for accessing specialist services to ensure that prisoners receive appropriate, effective pain relief. 				
7	<p>The Governor of HMP Wymott should ensure, in line with PSI 64/2011, that staff notify prisoners' next of kin immediately when a prisoner becomes seriously ill.</p>	Accepted	<p>A Notice To Staff will be produced that will remind all Duty Governors and Orderly Officers about the importance of assigning a Family Liaison Officer as soon as they are informed by escorting staff or healthcare professionals that the Next of Kin (NOK) should be informed where news has been received which impacts on the longevity of life from a diagnosed medical illness or condition.</p> <p>It is important that we provide the prisoner with the means and the opportunity to contact his NOK as soon as possible, so the medical in confidence information can be given by the prisoner to his NOK directly regarding their diagnosed medical condition.</p> <p>If the prisoner is unable to carry out the contact due to incapacity through the medical condition, we will assign a Family Liaison Officer who will act as liaison to the NOK in order to inform them of the medical condition and provide the details of the contact at the hospital so that they can visit or telephone medical professionals.</p>	Head of Safety	01/04/2022



			<p>A new Family Liaison Officer (FLO) Briefing Sheet has been published which includes a new FLO Deployment form, Safety Nudge for the FLO, FLO Log, NTS The Importance of accurate record keeping and a Managers and Governors Guide to the role of the Family Liaison Officer.</p> <p>The Head of Safety will carry out a 1:1 briefing with each registered FLO in order to ensure they are aware and alert to the requirements. New FLO's will be provided with their own copy of the briefing and this will be checked for understanding by signature when taking up post.</p>		
8	The Head of Healthcare at HMP Wymott should share this report with all healthcare staff named in it, including GPs, so that they are aware of the Ombudsman's findings.	Accepted	Report to be shared with all healthcare members of staff named in report, including GPs.	Head of Healthcare HMP Wymott	31/01/2022

