

Service Provider Response Form

Name of Service: HMP healthcare service

Date: 20/11/17

Name of Service Provider: Care UK

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you will take)	When will this be implemented by
<u>Information provision</u> Assessing the possibility of Healthcare Reps routinely introducing themselves to new inmates on their wing to talk to them about prison healthcare services and give them a handbook where appropriate. This would ensure all new arrivals to HMP Leeds were well informed about services from the outset (including non-written information where appropriate).	At the healthcare Rep meeting which was held in the beginning of November, all reps were given a contact sheet and asked to introduce themselves to all new prisoners who arrive on the wing. They were also given individual leaflets for each service: Primary Care, Social Care, GP/ANP, Substance Misuse, Pharmacy, Long Term Conditions, Mental Health, Podiatry, Physiotherapy, Dentist and Opticians. This will enable the reps to give accurate advice and support to all new patients.	Nov 17
<u>Appointment system</u> Reviewing the current system for distributing reply slips so prisoners are informed in good time that an appointment has been booked, and	All applications now have a reply slip attached that enables us to immediately inform the patients when we have made an appointment. The slips are put in sealed envelopes and given to the Healthcare Reps to distribute.	Nov 17

when. • Reviewing accountability between wing staff and call staff to ensure prisoners attend appointments. • Consider the feasibility of putting a list of health appointments on the PID board, which would provide clarification for all concerned. • Consider the feasibility of rebooking appointments when prisoners have failed to attend due to circumstances beyond their control. • All emergency appointments to be dealt with immediately when possible	All wing staff must report directly to the Activities Department the reason for non-attendance at healthcare appointments. The feasibility of putting a list of health appointments on the wing has been explored and will be given to the Healthcare Reps. Each rep is asked to remind the patient the night before that they have an appointment. Each clinician has been instructed to rebook appointments when call up officers are unable to collect patients to attend healthcare appointments. All emergency appointments are dealt with by wing staff calling a nurse on the radio or patients attending triage clinics. Some work is required for patients and officers to understand what an appropriate emergency call is.	
<u>Healthcare Reps (HCR)</u> • Consider displaying the name and photo of the HCR in each wing.	This will be explored with the Healthcare reps at the next meeting.	Dec 17

- Formalising a system so all new arrivals are seen by the HCRs and given written and/or verbal information about healthcare service. - Investigate possibilities for training HCRs to play a greater role, e.g. providing information, supporting communication around appointments and raising awareness of health issues.	System and how to record it was explored with the healthcare reps at the Nov 17 meeting. All reps are now introducing themselves to all new patients as they arrive on each wing. All healthcare reps will be given accredited health promotion training by the New Wortley Centre. This is an exciting opportunity as an ex healthcare rep from HMP Leeds will be facilitating the training.	Nov 17 Feb 18
Consider putting a ‘confidential box’ on wings that could be used to report bullying.	The Safer Custody department has a community concern form that is available on each PID desk to report issues of concern. This is placed in the complaints box and collected daily. Consider a relaunch to raise awareness.	Jan 18
<u>Support to healthcare staff</u> Training to be made available to prison officers on the treatment hatch for dealing with challenging behaviour/identifying diversion of medication, so disruption can be managed during the drop-in nurse triage session.	Each incident is to be reported daily in order to identify staff that may need extra support. This will be discussed and action decided at each healthcare service meeting.	Nov 17

Reception process. Reviewing the reception process so the prisoners can be assessed by the health team on the first night.	A full review of the first days in custody is currently underway. This is to process map a prisoner's journey to ensure needs and service requirements are met.	Jan 18
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