

**ACTION PLAN: Community Health Service Report**  
***Healthcare Services in Swansea Prison: A Prisoner's View" January 2020***

No	Recommendation	Accepted/Not accepted	Response	Target date for completion	Progress (to be updated after 6 months)
1	1. Address the issues reported to us in relation to: <input type="checkbox"/> Access to services <input type="checkbox"/> Waiting times across services	Accepted	<ol style="list-style-type: none"> <li>1. Will develop a monthly reporting system for wait times for all clinics.</li> <li>2. Will complete review of current access to healthcare for prisoners with view to implement improved clinical triage process to ensure appropriate prioritisation of healthcare requests is achieved.</li> <li>3. Will report wait times for GP, Dentist, Optician and Mental Health?</li> </ol>	Dec 2020	<ol style="list-style-type: none"> <li>1) 19/2/20 Agreed working group to take EMD proposed triage changes into action. Update</li> <li>2. 26/05/2020 Due to the Covid Pandemic doctors and dentists have developed their own triage pathway to see only emergencies for face to face consultation.</li> <li>3. There has been developments with electronic technology with consultants making use of skype and I pads for attend anywhere consultations. Nurse led clinics have continues with appropriate use of PPE.</li> <li>4. Secondary mental health services had withdrawn from the prison due to the Covid pandemic but have returned as needed but mostly remained in remote capacity.</li> <li>5. The new crisis team have started to take up posts from April into May 2020 this is having a positive effect on wait times and address mental health need.</li> </ol>
2	Address the gaps in service provision	Accepted	<ol style="list-style-type: none"> <li>1. Recurrent WG funding has been secured to implement</li> </ol>	Dec 2020	<ol style="list-style-type: none"> <li>1 Healthcare support workers are in post this has made a huge</li> </ol>

	<p>described to us by those whom we spoke to particularly in relation to mental health services, GP services, dental services and eye care</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Review the health services currently provided within the prison to ensure that provision reflects the needs of patients</li> <li><input type="checkbox"/> Continue to monitor and improve services for prisoners by: <ul style="list-style-type: none"> <li><input type="checkbox"/> undertaking regular Health Care Needs Assessments (HNA'S) to improve health outcomes for prisoners</li> </ul> </li> </ul>		<p>a primary care mental health team for HMS Swansea. The newly appointed team will be able to provide timely and prudent access to mental health support workers and psychologist to deliver mental health assessments, diagnosis and treatments.</p> <ol style="list-style-type: none"> <li>2. Will develop a monthly reporting system for wait times for all clinics.</li> <li>3. Will report wait times for GP, Dentist, Optician and Mental Health?</li> <li>4. A meeting has been held to scope process and provider for a full health needs assessment. In Attendance was lead GP, Health board Head Of Nursing, The Governor HMP Swansea, Healthcare lead nurse.</li> </ol>		<p>difference to the core nursing team and care delivery. Band 6 mental health crisis practitioners have started to come into post again making an impact on care delivery for mental health acute need.</p> <ol style="list-style-type: none"> <li>2. Prison health and social care needs assessment has Commenced September 2020 due for Completion in December</li> </ol>
3	Review the current method and procedure of health screening at reception to ensure it is effective at identifying health and care needs	Accepted	<ol style="list-style-type: none"> <li>1. NWIS have started to review first and second health screen templates nationally Health care lead and senior charge nurse are part of the working group. Health screening templates are national templates.</li> </ol>	March 2020	<p>New Health screen templates for 1<sup>st</sup> and 2<sup>nd</sup> screen in use for 4 days</p> <p>Completed</p>
4	Hepatitis B immunisation	Accepted	<ol style="list-style-type: none"> <li>1. Senior charge nurse reports</li> </ol>	Dec 2020	Was placed on hold due to the

	- HM Prison Service and the Department of Health recommends immunisation for those at current or future risk of Hepatitis B infection should be immunised. Take action to ensure compliance in this respect		HBV figures quarterly at Partnership 2. Charge nurse to review process and clinic time to ensure accessibility.		Pandemic Charge nurse to review systems and Implement vaccination clinic from June 2020  Vaccination for HBV and Flu are underway prison is awaiting if there will be a new Covid Vaccine
5	Ensure patients discharged from secondary care are risk assessed and plans are put in place to meet their medical and care needs <input type="checkbox"/> Ensure that prisoners understand the level of care they can expect to receive at the outset	Accepted	1. All mental health secondary care case load have care plans. 2. Audit to be developed to ensure care plans are in place for wound care 3. Charge nurses to review discharge summaries from hospitals. 4. A pilot has taken place in HMP Cardiff to allow access to the Welsh Clinical Portal and we expect this to be introduced in HMP Swansea soon.	Dec 2020	Work in progress
6	Continue to review the healthcare workforce to ensure patient safety	Accepted	1. Healthcare service workforce remains in review 2. Healthcare lead to attend workforce review workshop on 27/01/20 3. Recurrent WG funding has been secured to implement a primary care mental	(1, 2 and 3) April 2020 (5) September 2020	4) Salaried GPs all in post. Working on: Triage Medicines management Referral process Chronic disease management – GP to deliver training to healthcare team on common condition management. June 2020

			<p>health team for HMS Swansea. The newly appointed team will be able to provide timely and prudent access to mental health support workers and psychologist to deliver mental health assessments, diagnosis and treatments.</p> <ol style="list-style-type: none"> <li>4. Implementation of Salaried GP model in January 2020 which will provide continuity and stability within the medical workforce. Each GP will take responsibility for service improvement of targeted areas to ensure continuous improvement and high quality and safe patient care.</li> <li>5. A review of pharmacy organisation and staffing has just begun.</li> </ol>		<p>Temporary pharmacist in post for 6 months whilst awaiting pharmacy service review</p> <ol style="list-style-type: none"> <li>5. Paper re pharmacy changes to Board. Meeting with prison healthcare, pharmacy leads etc taken place.</li> </ol>
7	<p>Take steps to encourage a closer working relationship between prison staff and health care services with a view to improving communication with prisoners about any health care services they might be waiting for</p> <p><input type="checkbox"/> Strengthen the referral</p>	Accepted	<ol style="list-style-type: none"> <li>1. Healthcare leads to scope out best way of receiving patient feedback</li> <li>2. Healthcare to attend prisoner forum meetings held by HMPS</li> <li>3. Healthcare leads to attend safer custody meeting. Morning meeting and SMT to ensure communication referral process between</li> </ol>	April 2020	<ol style="list-style-type: none"> <li>3. The new crisis workers have started to take up post much of this work overlaps with prison safer custody work. There has already been close MDT working benefiting the closer health prison working relationship</li> </ol>

	process between the prison governors and health care service providers to ensure that the prisoner experience is improved.		services is robust 4. Provide straightforward written referral process for officers to inform healthcare of men about whose health they are worried or where they have information		
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