



Healthwatch Salford

Prisoner Listener Training Project

Phase 1 Project Summary Report April 2018



1. Introduction

Healthwatch Salford (HWS) is Salford's health and social care champion. HWS exists to gather the views and experiences of local people who have used health and social care services. HWS aims to empower local communities to help themselves.

HMP Forest Bank is run by Sodexo, which also runs HMP Cambridgeshire. A successful programme to train Healthwatch Peterborough prisoner listeners has been running there since 2014. The Prisoner Listener Training Project has been run in partnership between Sodexo and HWS.

2. What happened

Prisoner representatives on each wing were trained to actively seek out the views of prisoners about their experience of healthcare. It was agreed to train the existing prisoner mentors, as they have already had experience and training in listening to other prisoners.

Ruth Malkin, HWS Engagement Officer, devised and ran a week-long training programme for prisoner listeners, supported by a volunteer, Andy Green. Ten prisoner mentors - one from each of the main wings - were trained to be Healthwatch Salford Prisoner Listeners.

The Healthwatch Salford Prisoner Listeners were tasked with getting as many people on their wings as possible to fill in the annual #WhatMatters2U survey to help HWS set their project priorities for the coming year.

3. Why it was done

The Care Act 2012 clarified the responsibility of local authorities and the local Clinical Commissioning Group towards prison healthcare. The project was funded in 2016 by Salford City Council's Care Act Implementation Scheme.

HWS has a commitment to actively seeking the views of people who are 'seldom heard'. Gathering the views of prisoners is a high priority for HWS.

Prisoners are more likely to respond to other prisoners and provide better information about their experiences of healthcare.

Prison listeners can actively target the prisoners who would not attend a one-off event run in prison, and prisoners who seldom leave the wing.

Prisoner listeners will be gathering feedback over time and will be able to track changes to healthcare services as they occur.

Health and social care training for prisoner mentors will give the mentors an additional skill that may be useful on release.

4. What's Happened So Far

Throughout the first month of the project, more than 20 healthcare stories have been gathered. Some of the issues raised are included later in this report.

All the healthcare stories that were gathered during the training have been anonymised and passed on to the head of healthcare. The most urgent cases have been sent to the prison healthcare department.

Healthcare services in the prison have responded positively to HWS's feedback so far. The head of healthcare has agreed to meet regularly with the listeners.

HWS is liaising with the external NHS Complaints advocacy service to find out how best to support those people who have expressed a wish to make a complaint.

5. What Will Happen Next

HWS will:

- continue to mentor the existing listeners.
- train listeners on the additional wings.
- continue to plan a Healthy Lifestyles day to take place at the prison
- use contacts made to reach out to families and friends of prisoners, spreading the word in the community about Healthwatch Salford.
- identify the most common issues using the feedback received, and request the Prison Healthcare services to respond to these in writing.
- report back to the prison and send all reports to the local Clinical Commissioning Group.
- publicise the successes of the methodology to other Healthwatch's in the country with the aim of encouraging them to work with their local prisons if they are not already doing so.

6. Engagement Report

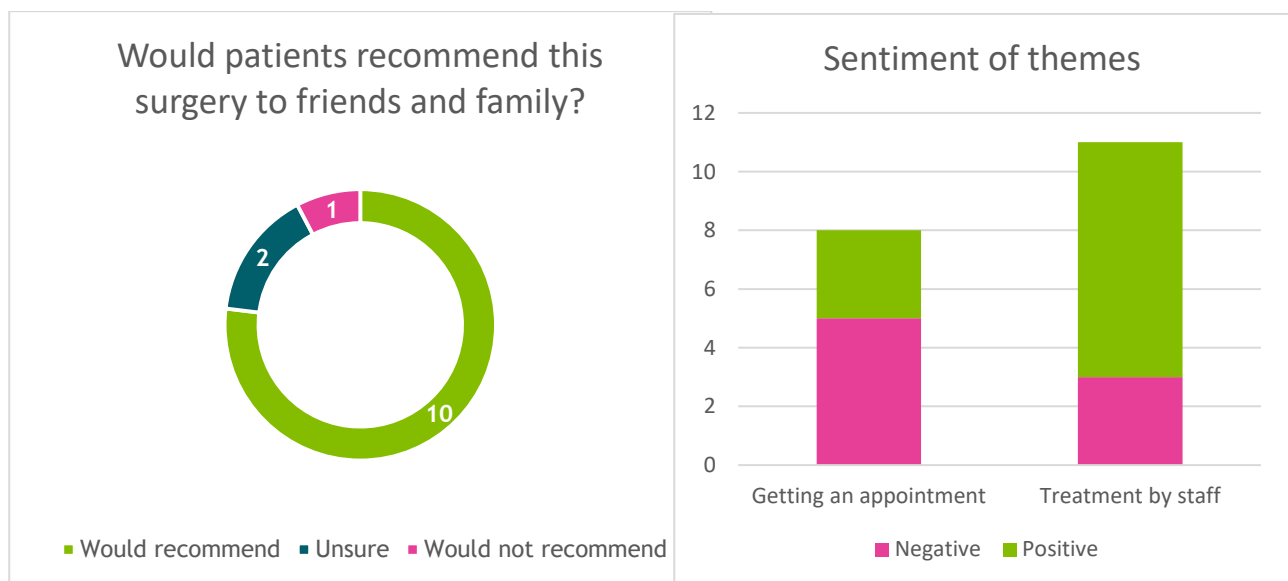
Engagement activity	Prisoner Patient Engagement
Location	HMP Forest Bank
Date	April 2018
Staff lead	Ruth Malkin

Summary

Patients in the waiting room had mixed feelings about the service provided. Appointments can often be difficult to get hold of with some patients having to wait a couple of weeks whereas others can be seen on the same day.

Feedback about staff was positive with Mary and Geoff named as giving exceptional service.

Out of the 13 patients who engaged with our activity, 10 (77%) said that they would recommend the surgery to friends and family, 2 (15%) were unsure and 1 (8%) would not recommend.



13 conversations with patients

39 patients engaged with about Healthwatch

5 patients signposted to other services

7. Comments received (in the patient's own words)

Summary Title	Comment
Skin condition - diagnosis	My skin developed a rash soon after arrival at HMP Forest Bank. The nurses in healthcare didn't know what it was. I diagnosed myself as having a skin allergy as I had taken hay fever tablets on the wing and they were effective. I now have to queue up for my meds because other inmates smoke them, so sometimes they do not have stock. My skin burns everyday that I don't have them. I still have received no diagnosis and have to queue up daily for my medication. As a result of this I had to recently wait whole bank holiday weekend for my meds, all the while with my skin burning. All due to shortage of medication.
Waiting times to see Doctor or Dentist very long, bad process	Put numerous applications to see doctor with no reply, told to go through triage, seen by Doctor 6 weeks later, 10 weeks to see a Doctor
Treatment not explained	had a bad experience with the dentist, never got told about the effects of my treatment. Now I am going to lose a tooth. No anaesthetic used on recent visit where I had drilling. Everything should be explained fully.
Not good	My meds were halved when I came in 7 months ago. Just got told that's the way it is.
Terrible waiting times and getting appointment are hard work	Just waiting too long for appointments
Terrible	Went for healthcare to get left ear glued. No other options. Had to wait a while to be seen but took 2 mins to see nurse and glue ear.
Shocking	Special diet, I am supposed to be on special diet for IBS and am in every jail I've been in, in here they just say 'I'll send a letter to kitchen' and kitchen say they aint got it.
Double hernia op cancelled twice from the prison, left in pain no meds	Told I was needed a double hernia op. I am 65 years of age was left in pain. Operation cancelled twice with no reason given, hospital later told me it was down to prison health care.

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8. Conclusion

This has been an excellent project run in collaboration with healthcare providers at HMP Forest Bank and HWS, made possible by initial funding from Salford City Council's Care Act Implementation Fund. It has enabled prisoners in Salford to express their views about healthcare in the local prison, and changes have already been made as a result of the intervention.