



healthwatch
South Gloucestershire

HEALTHCARE SERVICES IN HMP ASHFIELD

Healthwatch South Gloucestershire spoke to prisoners about their experiences of Healthcare services within the establishment and in the community.

HEALTHCARE SERVICES IN HMP ASHFIELD

A SUMMARY OF FINDINGS

Healthwatch South Gloucestershire visited HMP Ashfield as part of their outreach work for a Health event.

Healthwatch had a stall at the multi-partnership event organised by staff at HMP Ashfield. Prison Healthcare is run by a partnership called [InspireBetterHealth](#); Bristol Community Health (prime provider), Avon and Wiltshire Mental Health Partnership NHS Trust, Hanham Health, GP Care, Time for Teeth, Homecare Opticians, Day Lewis Pharmacy and Sirona care & health CIC.

Healthwatch South Gloucestershire visited HMP Ashfield to:

- inform the group members about Healthwatch South Gloucestershire;
- encourage the group to share their experiences of the Healthcare partnership services with Healthwatch South Gloucestershire;
- Promote Healthwatch, WellAware and Advocacy services.

You Said....

Prison Healthcare services

23 comments received



One commentator said they found staff helpful and polite.

Another said Healthcare are really good, helpful and polite. Everything they need is sorted, and if not on the same day, they explain when it will happen.

One commentator said that healthcare staff respond to a problem based on how urgent it is.

One commentator felt they had a good service from healthcare on return from Southmead hospital following an operation; they were ill in bed and healthcare staff came regularly to check up on them.

One commentator feels that (AWP) is fantastic and offer a good, friendly service. The only problem is the time taken to get a reply to the ATM (internal prison booking system).

One commentator had stopped self-harming following support received through healthcare from Avon & Wiltshire Mental Health Partnership (AWP), alongside peer support from others in the prison.

One commentator felt the ATM system works well for booking health appointments; one felt that there is a more efficient healthcare system in HMP Ashfield than other establishments.

Medication dispensing

Four commentators said they had missing medication when they went to pick them up. One prisoner has twice been given an appointment slip for medication that is not there when he goes to pick them up.

One commentator felt that “staff dispensing meds are hostile. You can queue up and then be sent away as the computer hasn’t got your medications that day”. He identified a lack of consistency.

“My medications are delayed; they are always two or three days late”.

One commentator gave ten days’ notice of a change of daily medications to make sure there was plenty of time and still he said the machine was empty. He felt badly treated by the people who hand over the medication and he feels humiliated by the “appalling system”, although he says the GP is “fantastic”.

Four weeks ago a commentator went to pick up their antidepressant medication as normal, only to be told one of them was not there. It took them six days to sort this out, and “this has knocked me for six”.

Dental services

One comment was received saying the dentist is good when you can get an appointment through ATM.

Opticians

One comment was received saying the health service in prison was comparable to services in their community.

Community health services

Three comments were made about treatment received at Southmead hospital, including “Following a stroke, I was on my way to hospital within an hour. I had good treatment in Southmead and was looked after very well”.

One feedback about communication between prison healthcare and Southmead hospital relating to discharge; “I had physio whilst in hospital and the physiotherapist visited from Southmead to (prison) healthcare”.

One commentator felt that the prison GP was reluctant to get a referral to the community physiotherapist. He saw the physiotherapist within one to two weeks of referral and was pleased with the consultation. He felt that the GP was hesitant to get external care due to budget constraints.

One commentator gave their experience of being unable to get a specific piece of medical equipment that they required following surgery at Southmead Hospital. The surgeon who operated on him has requested to healthcare he

receives this equipment, but after four months waiting, there is still no sign of it.

One commentator was on the waiting list for an MRI scan on his ankle. This happened quickly, but he says it took six weeks to receive the scan results.

Themes

- Inconsistencies in the provision of medication, and lack of communication around changes to medication
- Positive experiences of AWP services
- Links and communication between prison and community healthcare services.

Recommendations

- That healthcare consider improving communication between pharmacy and prisoners so prisoners are not left waiting (or feeling they are waiting) for medications without a timeframe.
- Health services continue to make links with community services so prisoners' experiences of healthcare between prison and the community does not leave people waiting for equipment or results.
- Healthwatch will share this report with prison providers and request a formal response.

Healthwatch will.....

Feedback provided has been recorded by Healthwatch South Gloucestershire, and will be included in the Healthwatch South Gloucestershire's Quarterly Report. Healthwatch will be sharing this report with Healthwatch partners including the South Gloucestershire Clinical Commissioning Group, South Gloucestershire Council, the Care Quality Commission, NHS England and Healthwatch England. The report will be available on the Healthwatch South Gloucestershire website (www.healthwatchsouthglos.co.uk) and circulated to our mailing lists via the monthly e-bulletin.

Looking forward....

Healthwatch welcomes and encourages residents of HMP Ashfield to continue to contribute their feedback to us using some of the communication methods included at the end of this report.

Healthwatch also supports members of community groups to become Volunteer Champions so that they can represent the experiences and needs of their community group. If you would like to find out more about volunteering with Healthwatch, please contact us using the details below.

Tell Us Your Story...

Healthwatch South Gloucestershire wants to hear from you about your experiences so that we can tell services your needs to create the best local services.



Text us - text SG followed by your message to 07860 021 603



Email us at info@healthwatchsouthglos.co.uk



Call us: 01454 543 402



Write to us at: Healthwatch South Gloucestershire,
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Or visit our website to see more at: www.healthwatchsouthglos.co.uk