

HMP Pentonville

Inspection report

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Date of inspection visit: 11-13 April 2023
Date of publication: 10/05/2023

This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location

Inspected but not rated



Are services safe?

Inspected but not rated



Overall summary

We carried out an announced focused inspection of healthcare services provided by Practice Plus Group Health and Rehabilitation Services Limited (PPG). The purpose of this focused inspection was to determine if the healthcare services provided by PPG were meeting the legal requirements and regulations under Section 60 of the Health and Social Care Act 2008 and that patients were receiving safe care and treatment. At this inspection we found that improvements had been made and the provider was now meeting the regulations.

We last inspected the service in partnership with His Majesty's Inspectorate of Prisons between 11 and 14 July 2022 when we judged that PPG was in breach of CQC regulations. We issued a Requirement Notice on 18 October 2022 in relation to Regulation 12, Safe care & treatment, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The report on the inspection can be found on HMIP's website: Report on an inspection of HMP Pentonville by HM Chief Inspector of Prisons 4-5 and 11-14 July 2022 ([justiceinspectorates.gov.uk](https://www.justiceinspectorates.gov.uk))

We do not currently rate services provided in prisons. We highlight good practice and issues that service providers need to improve and take regulatory action as necessary.

At this inspection we found:

- Improvements had been made to the patient application and triage process and this was now effectively managed
- Patient complaints regarding the application system had reduced
- Patients were referred to secondary care services in a timely manner.

Our inspection team

The inspection was carried out by a CQC health and justice inspector.

How we carried out this inspection

We conducted a range of interviews with staff and accessed the patient record system between 11 and 13 April 2023.

Before this inspection we reviewed some information that we held about the service including notifications and action plan updates. We also spoke with NHS England (NHSE) commissioners and requested their feedback prior to the inspection and reviewed their quality visit reports. We also asked the provider to share a range of evidence with us such as local operating procedures, complaints data, and secondary care referral data.

During the inspection we spoke with the head of healthcare, business manager, and administration team.

Background to HMP Pentonville

HMP Pentonville is a Category B male prison located in the borough of Islington, North London. HMP Pentonville is operated by HM Prison.

Health services at HMP Pentonville are commissioned by National Health Service England (NHSE). The contract for the provision of healthcare services is held by PPG, who are registered with CQC to provide the regulated activities of diagnostic and screening procedures, personal care, and treatment of disease, disorder or injury.

Are services safe?

Safety systems and processes

At the last inspection, we found that:

- Patient applications were not always collected and triaged on a timely basis, and we identified a significant delay in referring a patient under the two-week wait cancer referral pathway.
- We found 197 applications which had not been collected for at least five days. Within the applications we identified some patients who required both urgent and routine appointments. Some prisoners told us that they put in several applications to see health care staff but that they received no response.

At this inspection, we found that the provider had made improvements to the patient application system, and this was now fit for purpose:

- Applications were collected daily from all wings by a healthcare assistant and handed to the unscheduled care team for triage.
- Clinicians from the unscheduled care team triaged patient applications daily and booked patients to the appropriate clinics.
- Patients requiring urgent care were seen within 24 hours.
- Clinicians responded in writing to all patient applications and all correspondence was recorded on the electronic patient record.
- The head of healthcare carried out audits of application responses to monitor the effectiveness of the process.

We also found at this inspection that patients were promptly referred to secondary care services, and there was robust oversight of secondary care referrals:

- GPs requested an urgent secondary care referral by tasking the administration team who made the referral to the appropriate hospital within 1 working day.
- Administration staff followed up patient appointments with hospitals and advocated effectively to ensure timely access to treatment for the patient.
- An escalation process was in place for referrals breaching the 2 week wait time including incident reporting and escalation to the hospital trust patient safety lead.
- A new spreadsheet was under development to provide a monitoring tool for all external appointments and potential breaches of waiting times.
- Managers had good oversight of external appointments and highlighted urgent referral waiting time breaches in the multi professional complex care case meeting (MPCCC) weekly.