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HM Senior Coroner for Avon
Coroner's Court
Old Weston Road
Flax Bourton
Bristol
BS48 1UL

By email only: [REDACTED]

10.1.2025

Dear Madam,

Regulation 28: Prevention of Future Deaths Report – Kayleigh Ann Melhuish

I write in response to your Regulation 28 Prevention of Future Deaths Report issued to Practice Plus Group on 4 December 2024 following the inquest touching upon the death of Kayleigh Ann Melhuish at HMP Eastwood Park. Practice Plus Group would like to express its sincere condolences to Kayleigh's family and friends.

This response addresses the matters of concern in so far as they relate to Practice Plus Group only.

Matter of Concern 2: Healthcare (AWP and PPG): training issues arose in relation to, when attending ACCT reviews that they check the care plan with support actions part of the document is reviewed and if necessary updated; it was suggested that consideration could be made to making changes to the system-one database to check this step has been taken.

Response: We have carefully considered the potential for implementing changes to SystmOne to include a tick-box to confirm the review of the care plan and support actions. Unfortunately, Practice Plus Group's ability to make changes to SystmOne is limited and this would require action by TPP who own and operate the software. We have forwarded a copy of the Prevention of Future Deaths Report to TPP for their awareness.

However, it is important to note that whilst a tick-box could serve as a prompt, it does not provide a mechanism for reporting or ensuring that meaningful reviews and updates are conducted.

To address this matter effectively, we remain committed to maintaining robust oversight through regular audits of ACCT reviews. These audits will ensure that care plans and associated support actions are being reviewed and updated appropriately.

Additionally, we will continue to collaborate closely with the prison to ensure all relevant staff complete updated ACCT training. This will reinforce the importance of thorough and consistent care plan reviews as part of the ACCT process. As at today's date, 78% of all clinical staff have completed ACCT training and we continue to work with the prison to ensure access to regular ACCT training sessions.

Practice Plus Group conduct regular audits of the ACCT process, in October and November 2024 Healthcare attended 100% of all ACCT reviews and this is documented on SystmOne. We will continue to monitor this process.

It is important to note that at the time of Kayleigh's incarceration Practice Plus Group was not a provider of healthcare services at HMP Eastwood Park. Of note, following the last inspection by HM Inspectorate of Prisons and the CQC in October 2022, there were very few recommendations for healthcare at the time. Practice Plus Group actioned all recommendations, having only taken over the contract a few days prior, and have a continuous Quality Improvement Plan in place.

I hope that the above response provides assurance that Practice Plus Group are committed to providing a high-quality healthcare service at HMP Eastwood Park and trust this response addresses the concerns you had.

We would like to end our response by taking the opportunity of inviting you to visit the healthcare team at HMP Eastwood Park should you wish to discuss and review first-hand the enhancements set out in this letter.

Yours sincerely,



Associate Medical Director, Health in Justice Practice Plus Group

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