

How we work

Pact's Listen to Families team works in partnership with NHS London and the organisations who provide healthcare services in London prisons. Our shared goal is to improve prison healthcare.

Giving families a public voice

Pact gives families a public voice through our quarterly reports, which share what families have told us about their experiences. We follow a process to ensure we can represent families' experiences faithfully and with integrity, without causing unnecessary alarm. When an alarm does need to be raised about something families have told us, Pact and NHS London will do this immediately through our safeguarding channels.

The quarterly governance process for Pact's reports is:

1) Listening and drafting

Pact drafts a report to feedback on what we've heard from families in the last three months. Our family representatives support and provide input into the writing process.

2) NHS London Review

Pact shares the draft with NHS London, who have one week to review the draft and send comments back to Pact (dates for the quarterly process are mutually agreed in advance). If Pact do not receive written comments within this period, it is assumed that NHS London do not wish to offer any.

3) Healthcare Providers Review

NHS London passes an up-to-date draft on to healthcare providers. They have two weeks to review the draft and send comments back. They may provide different viewpoints, additional context or clarification, confirmation that relevant concerns have been reviewed, any actions taken and/or that the patient is now receiving appropriate care. Where appropriate, this statement may be added: "*this concern has been reviewed and healthcare provider/s have taken the following actions (add in the HC actions here) to ensure that the patient is now receiving the appropriate care*". Where factual inaccuracies are identified these will be removed or adjusted. If Pact do not receive written comments within this period, it is assumed that healthcare providers do not wish to offer any.

4) Discussion

There is a seminar that brings together Pact, family representatives, NHS London, and healthcare providers to discuss the report. We talk about any issues that have been raised through the review and the concerns that families have raised about their experiences. We discuss what next steps might be taken to improve prison healthcare and how to ensure families have better experiences in the future.

5) Recommendations and requests

Pact reflects on the discussion and review process and writes a final draft of the report. The final draft includes recommendations and requests to NHS London and healthcare providers about next steps towards improving prison healthcare.

6) Advice, factual accuracy or final thoughts

The final draft is shared with NHS London. They have one week to provide any further advice or thoughts to Pact about whether the final draft has addressed any issues that have been raised in a way that serves our shared goal of improving prison healthcare and to ensure the accuracy of any of the commentary in the report. If no advice is sent within this period, it is assumed that NHS London do not wish to offer any.

7) Sign-off and publication

Pact sign off the final report internally and publish it on the Listen to Families webpage.