
From: [REDACTED]@health.qld.gov.au>
Sent: Tuesday, 21 January 2025 1:34 PM
To: Mailbox Inspector <Inspector@ombudsman.qld.gov.au>
Cc: [REDACTED]@health.qld.gov.au>
Subject: RESPONSE - MD0924377 Inspector of Detention Services - SQCC draft report 2024 letter from A Reilly to H Bloch (WMHHS) 04/12/2024 - [SENSITIVE]
Sensitivity: Confidential

Good afternoon.

Please see **attached** response to your correspondence dated 4 December 2024 for your attention.

Regards,

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West Moreton response to SQCC Draft Report

Recommendation Feedback

Recommendation 2: West Moreton Hospital and Health Service and Queensland Corrective Services identify a more suitable location for health assessments to improve prisoner privacy.

Prison and Youth Detention Health Services, West Moreton Health (WMH) regularly engage with Queensland Corrective Services to identify space to deliver primary health care within Southern Queensland Correctional Centre. WMH will seek to engage with Queensland Corrective Services regarding the feedback provided within this report regarding the current space to provide health assessments.

Recommendation 13: West Moreton Hospital and Health Service implement a complaints management system for Southern Queensland Correctional Centre to allow for the appropriate categorisation of complaints, reporting of complaint data, and monitoring of service delivery improvements required.

Nil feedback from Prison Youth Detention Health Service and Consumer Liaison Office

Recommendation 21: The West Moreton Hospital and Health Service increase access for women to medical, dental and mental health services until waitlists are reduced and preventive health care can be put into practice, equivalent to community expectations.

From a primary health perspective, WMH acknowledge access to Medical Officers at Southern Queensland Correctional Centre can be challenging but have implemented a number of initiatives to address this. This has included:

- A centralised rostering/allocation process for Medical Officers and Nurse Practitioners across all correctional and youth detention centres in the West Moreton Health region to support a service wide and integrated approach. This process includes a review of waitlist data when developing the roster to ensure resources are being best allocated to address service acuity and demand.
- WMH have also implemented a 'Duty Prescriber Clinician' approach which involves a Medical Officer being rostered to be available to correctional centres remotely where a Medical Officer/Nurse Practitioner is not available onsite (Monday to Friday). This ensures that teams within health centres have access to a Medical Officer to address any emergent clinical issues and improve access and quality of care available to patients.
- WMH are also investing in the career pathway development for future Medical Officers and Nurse Practitioners within the service by establishing and supporting Principal House Officer/Registrar and Nurse Practitioner candidate roles.
- WMH are aware of the high demand for dental care at Southern Queensland Correctional Centre. WMH have increased the delivery of dental services to two days per week, and patients are triaged for care based on clinical urgency. WMH has transitioned dental waiting lists at SQCC to the electronic statewide Information System for Oral Health (ISOH) to improve transparency and visibility of waiting lists at SQCC. WMOH continue to escalate the requirement for recurrent funding for prison oral health services.

Since the inspection occurred at Southern Queensland Correctional Centre, WMH have also engaged an additional Primary Mental Health Clinical Nurse Consultant to provide targeted support and care.

WMH remain committed to reducing waitlists for primary health services for its patients within correctional centres.

WMH Prison MHS have implemented a number of initiatives which will improve access to specialist mental health services, including:

- Progressive increase in staffing from 2023 to 2026, supported by the Better Care Together Plan. Part of this expansion includes 11 care managers, two allied health clinicians, a registered nurse and two Indigenous Mental Health Workers. These positions all contribute to the intake assessment process, therefore it is anticipated that PMHS will have increased capacity to undertake these assessments in a timely manner.
- Introduction of a revised Triage Prioritisation Guide in February 2025. This will improve screening and triage of referrals to ensure that referrals are directed to the service appropriate to the consumer's level of need, and improved prioritisation based on clinical factors (as opposed to offence categories or legislative factors). It is anticipated that this will result in a decrease in the waiting list for intake assessment and improve timely access to specialist mental health care.
- From March to August 2024, Prison MHS implemented a business case for change to cater for significant growth in the workforce and increased demand for specialist mental health services. This included the following two major changes:
 - An organisational restructure: this has provided an opportunity to improve clinical and operational governance to navigate and negotiate service delivery challenges and opportunities, whilst supporting clinicians to deliver priority care to ensure positive consumer outcomes.
 - Implementation of a case management model to improve access to multi-disciplinary care for the duration of a consumer's time in custody (as opposed to the previous Transition Coordination model that predominantly provided this support in the last three months of a consumer's incarceration). The case management model is aligned with the community equivalent standard of care.

<p>Recommendation 22: West Moreton Hospital and Health Service develop a strategy for recruitment and retention of nursing staff to ensure the provision of an overnight nurse for Southern Queensland Correctional Centre.</p>	<p>WMH undertake comprehensive attraction and recruitment initiatives to support the recruitment of suitably qualified and skilled staff, including Nurses. This has included significant marketing and information evenings for the Spring Creek area and surrounds (and more broadly including interstate) to promote correctional health job opportunities to meet the needs of the current Southern Queensland Correctional Centre and the new Lockyer Valley Correctional Centre (which is currently under construction).</p> <p>A key (and effective) strategy in attracting and retaining staff in the Spring Creek location was the Queensland Health Workforce Attraction and Incentive Scheme. It was recently announced that this scheme would not be continued which will present challenges in attraction and recruitment efforts for health staff at South Queensland Correctional Centre.</p> <p>The night shift at Southern Queensland Correctional Centre was temporarily stood down in 2022 in response to staffing challenges but since 2023, the positions utilised for night shift have been rostered during the hours when nursing staff have access to prisoners, increasing access for these women to primary health care services. WMH continue to review this arrangement to ensure the best utilisation of resources available to provide primary health care services.</p>
<p>Recommendation 24: The West Moreton Hospital and Health Service increase women's access to allied health care, including physiotherapy and podiatry.</p>	<p>WMH acknowledge the importance of allied health care for women. WMH have recently had an Advanced Physiotherapist position established and recruitment to this role is underway. WMH continue to explore opportunities for access to podiatry services for women in correctional centres within the West Moreton region.</p>
<p>Recommendation 25: To ensure that women have access to health services, the West Moreton Hospital and Health Service resolve jurisdictional issues and refusals to provide health services based on the classification of prisoners.</p>	<p>This is acknowledged as an ongoing issue and WMH remain willing to work with key stakeholders in the broader West Moreton Hospital and Health Service, other Hospital and Health Services and the Office for Prisoner Health and Wellbeing to ensure that the health services provided to women who reside in correctional centres is equivalent to those in the community and meet the needs of prisoners in an environment that promotes dignity and maintains privacy.</p>
<p>Recommendation 26: Queensland Health address delays in prisoner access to acute mental health facilities because of the perception that they are receiving the required mental health care and support in a prison.</p>	<p>Nil feedback from Prison Youth Detention Health Service or Mental Health and Specialised Services.</p>