



## Opening Hours

Monday to Friday  
9.00am - 8.00pm

Saturday and Sunday  
10.00am - 3.00pm

## Healthcare

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### What healthcare is available in prisons?

The healthcare and treatment available to prisoners is the same as anyone outside prison. All prisons have a healthcare team, led by a healthcare manager. The care within the prison system is the same you would expect to find in the community, with access to doctors, dentists, nurses and opticians. If there is a case that cannot be dealt with by the healthcare team an external consultant may be brought into the prison, or it can be arranged for a prisoner to receive treatment outside of the establishment. Whilst the healthcare team can ask a prisoner's family doctor for their medical records, this can only be done at the consent of a prisoner.

### Who provides care in prisons?

Healthcare in prisons is funded and delivered by the following agencies:

- Care UK
- NHS
- Virgin Care

These agencies (acting within government guidelines) dictate the structure and expenditure of the healthcare teams. All of the above agencies are commissioned by NHS England.

### What if a prisoner has a pre-existing condition prior to incarceration?

A prisoner should have access to the same treatment that they would be entitled to whilst living in the community, with the prisons healthcare team supplying them with the medication they require. This is the same for dietary requirements, with concessions being made for individuals who have specific dietary concerns (i.e. lactose intolerance, allergies to particular foods).

### Is there any aid for prisoners with addictions?

Prisoners who suffer with drug or alcohol dependency should inform the healthcare team as soon as possible. The majority of prisons are not equipped with long term treatment or rehabilitation programs. The healthcare team may be able to arrange for external support provided by agencies such as Alcoholics Anonymous or Narcotics Anonymous. All prisons have specialist workers whose role it is to offer support to prisoners with substance issues.

## **What services are there for mental health issues?**

As with physical health, mental health is provided for in prisons. A prison doctor may refer a prisoner to a psychiatrist if available within the prison, who can provide therapies such as counseling or cognitive behavioral therapy. For more severe issues prisoners can be referred to secondary services, such as the mental health in-reach team, who provide more comprehensive support.

## **I am concerned a prisoner is not receiving the healthcare they require who should I contact?**

The first person to be contacted, if you have this concern is the prison itself and raise your concerns directly with the healthcare manager and/or the governor of the establishment. If you do not feel that the prison are doing all they should be to maintain the health of a prisoner there are agencies that can assist

A complaint should be directed to the service provider, they should have a complaints procedure which differs from the prison's complaints. For healthcare teams in England a complaint can be lodged through your local council, they are responsible for NHS complaints advocacy service which replaces ICAS it is s their job to investigate and advocate on behalf of individuals who feel they have not received the appropriate treatment. If you are not happy with their response you can complaint to NHS England, their details are below. They will aim to respond within 20 working days.

NHS England  
Complaints Manager NHS England  
PO Box 16738  
Redditch  
B97 9PJ  
0300 311 122 33

When further support is needed, the following agencies can also be contacted: Independent

monitoring board, Prison and probation ombudsman, \*Healthwatch and \*SEAP amongst others.

\*Please note that these services are not available in all areas of the UK.

To complain about the healthcare service you received while in custody in a prison in Wales you would need to contact your local Community Health Council. You can find out which one is local to you by contacting the Board of Community Health Councils in Wales. Board of Community Health Councils in Wales  
3rd Floor  
33 - 35 Cathedral Road  
Cardiff  
CF11 9HB  
0845 644 7814 / 02920 235 558

A final measure would be to complain to the Parliamentary and Health Service Ombudsman (PHSO)

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP  
0345 015 4033

