

Conciliation conducted in the prison

The prisoner had contacted the HCSCC on multiple occasions with concerns about the failure of the prison health service to provide ointments needed to manage a chronic skin condition. The ointment had been prescribed by a dermatologist; however the team at the prison ceased treatment on the grounds that long term treatment could cause harm. The prisoner was also having problems with other topical treatments which needed replenishing on a regular basis. He complained that these treatments were not routinely ordered and that he would go for long periods of time without the treatment, leading to continued deterioration in his skin condition.

The conciliation was held at the prison, attended by the prisoner and senior staff from Remote Health Services (responsible for the health service in the prison), including a senior medical practitioner. The complaint was resolved with an agreement that the treatments would be made routinely available, and that any concerns the prisoner had would be addressed by regular meetings between him and a senior practitioner from the prison health service.