



Thank you for telling us about your experiences of prison healthcare.

A big thank you to everyone who has spoken to us over the last few months about your experiences of healthcare in London prisons.

Between January and May this year we heard from 450 people whose loved ones have had health issues on the inside.

We pulled out the key themes that have come up again and again, and fed them back to NHS London:

- Communication problems
- Long waiting times
- Pain not being taken seriously
- People being disrespected
- Lack of trust

You can [read the report](#) we wrote and find more information at prisonadvice.org.uk/healthcare.

We spoke to NHS London about what could be done to improve things, and made three recommendations to them:

1. Write a Carers' Charter to let you know the standards you should be able to expect for prison healthcare and give you better information about your loved ones' healthcare on the inside.

2. Make sure your loved ones know that they can give consent for their health information to be shared with you, if that's possible.
3. Do more to promote the 'Call Phill' service, which is a phone line you can call about healthcare issues if you have a loved one in HMP Brixton, HMP Pentonville, HMP Wandsworth or HMP Wormwood Scrubs.

NHS London accepted these recommendations in full, which we were really pleased about.

We're going to be working with them over the next few months to help make sure the action points happen and give families a voice in what the NHS and prison healthcare providers are doing.

There will be lots of opportunities for you to get involved and have your say, including flexible paid roles in our team.

If you'd like to know more, please drop us an email at listenstofamilies@prisonadvice.org.uk or [book a 1:1 video call](#) with us.

With best wishes to you and your loved ones,



Miriam and Amy, Pact's Listen to Families Team, June 2023