

Call handler: "Hello, HMP Westbury."

Family member: "Hello, my name is Jane Johnson and I'm calling because I have a medical concern about my son."

Call handler: "What's his name and prisoner number?"

Family member: Daniel Johnson – prisoner number A1234BC."

Call handler: "What is your concern?"

Family member: "My son has been diagnosed with bipolar disorder and takes daily medication. We're not sure why, but in the past few days he has not been given his medication."

Call handler: "Has he made a healthcare app?"

Family member: "Yes, he made one yesterday, but I'm worried about his mental health getting worse if he has to wait for the app to get processed. His medication keeps him stable, and he's not supposed to stop taking it suddenly. Would you please be able to find out why he hasn't been getting his prescription and make sure that he is still on the list to receive it daily?"

Call handler: "Yes, I'll pass that on to the healthcare team."

Family member: "Thank you. May I ask your name please?"

Call handler: "Peter"

Family member: "Thank you. Are you able to get back to me and let me know what happens? If not, could you please have a member of the healthcare staff ask Dan to consent to having his medical information shared with me?"

Call handler: "I'll pass that request on."

Family member: "Thank you. My phone number is 07123 456789. You can also reach me via e-mail at jane.johnson123@gmail.com. Is there an e-mail address where I can send my notes on our conversation today and my contact details?"

Call handler: "No, sorry, but you're welcome to ring this line again if you need to." OR "Yes, you can e-mail [e-mail address] if you would like."

Family member: "Great, thanks for all your help today, Peter."

Call handler: "No problem, thank you."