

**Independent Prison Monitoring Bulletin**  
**HMP Addiewell**  
**January – March 2019****8 Independent  
Prison Monitors****18 Prison  
Monitoring Visits****54 Prisoner  
Requests**

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**Key Findings****Complaints**

Several residents raised concerns over the quarter January to March 2019 about the complaints system, in particular a perception that complaints were not always logged. Where the IPM looked into these cases there is no evidence that was the case, and in every instance the complaints had been looked into. However, HMP Addiewell are looking at making some changes to the way complaints are handled to reassure prisoners of the process.

**Medication**

The IPM team are aware a number of residents having concerns about changes being made to their medication. Prisoners concerned about this must address this through the NHS complaints system. IPMs cannot get involved in medical decisions about prescribing or decisions taken about security (for example if the healthcare team have concerns about how the medication is being used). IPMs can only ensure that the prison follow their policy, and that the policy is fair.

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**Updates and Actions**

IPMs continue to receive a high number of requests to speak to them. Whilst they have managed to respond to most of these cases in a reasonable period, the team know some prisoners are still waiting a long time to see someone. The team will continue to work on this. Prisoners are reminded that it is quicker to call the Freephone number - 0800 056 7476 - and provide their name, number and location, and a quick summary of the issue. The IPM request boxes on each hall are only checked every two weeks.

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**IPM Focus in the Next Quarter**

In the next quarter IPMs will try to focus their monitoring and observations on:

- Complaints process
- Staff and prisoner relationships