

Responding to patient safety incidents

Patient Safety Incident Response Framework (PSIRF) - Information for patients, their families and carers.

Responding to patient safety incidents

When something goes wrong or an unexpected patient safety incident occurs, then we at St Catherine's Hospice (SCH) will thoroughly investigate the incident to ensure any underlying system causes are identified and lessons are learned to prevent the likelihood of a similar incident happening again. We do not seek to apportion fault or blame.

SCH have developed a Patient Safety Incident Response Plan (PSIRF) in agreement with the Lancashire and South Cumbria Integrated Care Group to ensure we respond to such incidents and undertake investigations as appropriate (visit www.stcatherines.co.uk/PSIRF for more information).

Throughout this leaflet we refer to "you". This may include your family/loved ones or carer if you are unable to understand the impact of an incident.

How will we let you know if a patient safety incident has occurred?

If it is believed that something has gone wrong during your care, that has caused you moderate or more severe harm, you will be told about this immediately.

As well as meeting our regulatory and professional requirements for 'Duty of Candour' i.e. to be open and honest with you when things go wrong with your care, we want to be completely transparent with you because it is the right thing to do. This is regardless of the level of harm caused by an incident.

You will always receive an apology, and the circumstances of the incident will be explained to you.

What to do if you think something has gone wrong or a patient safety incident has occurred.

You should let a member of the clinical team caring for you know immediately so that we can treat you right away. Once the care team provide the right treatment the incident will

be reported and reviewed according to our Patient Safety Incident Response Framework (PSIRF).

All incidents are recorded on our Incident Reporting System and reviewed against our PSIRF and responded to accordingly.

You will always be given the facts about the incident that occurred, an apology, and the findings from any review undertaken.

What if you are not happy with the information you receive or the response you are given

Please let us know. We will address any concerns you may have. You can also get more information about SCH PSIRF by visiting our website [www.stcatherines.co.uk/ PSIRF](http://www.stcatherines.co.uk/PSIRF)

What can you expect from SCH if you are involved in a patient safety incident?

You will be contacted by a member of our care team as soon as a decision is made to start a patient safety incident investigation related to the incident that affects you and that person will be your dedicated point of contact.

Your dedicated contact will provide their details and they, or a designated deputy (who you will be introduced to), will be available Monday – Friday from 9.00am to 5.00pm.

During an investigation, we will ask you to:

- Tell us about any issues or concerns you have about the care and treatment provided
- Share any questions you would like answered
- Describe your experience, giving your account of what happened to help us establish the facts about the incident and how it happened
- Review the draft investigation report
- Help to inform recommendations and action for improvement
- Keep us up to date with how you are feeling and whether there is more support we can provide
- Provide feedback about your experience of the Patient Safety Incident Investigation

Timeframe

We endeavour to complete all investigations within 1 to 3 months, and we will keep you updated throughout the process.

Once completed we will send you a draft report and arrange a meeting to discuss this with you.

Learning and Improvement

To support the purpose of learning and improvement and avoid any inappropriate blame, staff will be anonymous in the final patient safety incident investigation report, for example, it may use terms like the patient, or the nurse, rather than giving their names. This may appear insensitive but that is not the intention. This may be due to various reasons such as UK General Data Protection Regulation (GDPR).

Likewise, you or your family or carers involved in this process can also be recorded anonymously should you/they prefer.

Once the report is completed it will be signed off by the *Directors and escalated to Patient Care Committee, as necessary.*

Feedback

We would appreciate your feedback at the end of the investigation so that we can improve the way we support and involve patients and their families / carers. Please share your comments by visiting www.stcatherines.co.uk/about-us/feedback/ . You or your family or carer can provide the information anonymously if you or your family or carers would prefer.

Other ways to contact us

Email: enquiries@stcatherines.co.uk or complaints@stcatherines.co.uk

Post: St Catherine's hospice, Lostock Lane, Lostock Hall, PR5 5XU

Telephone: 01772 629171

If you would like this information in another format or language, please contact us on 01772 629171 or click the 'language & accessibility options' on our website: www.stcatherines.co.uk