

The way we respond to patient safety incidents is changing

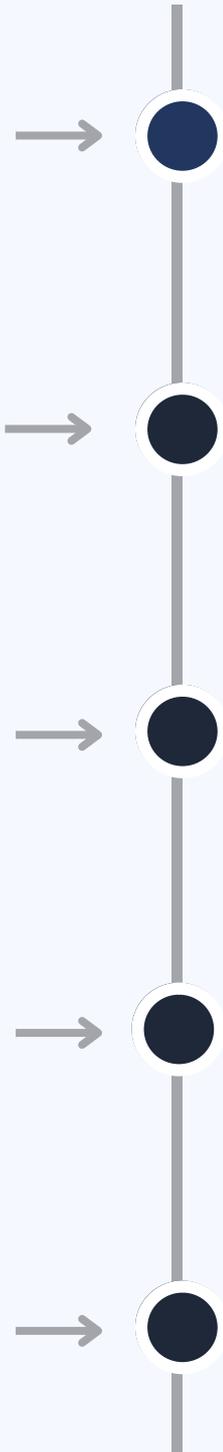
Patient Safety Incident Response Framework (PSIRF)

Compassionate engagement and involvement of those affected by patient safety incidents

Application of a range of system-based approaches to learning from patient safety incidents

Considered and proportionate responses to patient safety incidents

Supportive oversight focused on strengthening responses system functioning and improvement



PSIRF

Patient Safety Incident Response Framework

Find out more

dgft.patientsafety@nhs.net

History

PSIRF is a significant shift in the way the NHS responds to patient safety incidents and will replace the serious incident framework 2015.

Involving patients and their families

We want to ensure that the engagement with patients and their families goes beyond the statutory duty of candour requirements. Patients and families often provide an invaluable perspective to the circumstances around patient safety incidents and may have different questions that require exploring.

Involving staff

The impact incidents can have on staff wellbeing should not be underestimated. We acknowledge the importance of robust staff support and the value of meaningful involvement in incident responses; not only for the staff member's wellbeing but for the Trust's understanding of events and the success of subsequent improvement work.

Patient safety partners

Patient Safety Partners (PSPs) have been actively involved in the local development and implementation of PSIRF. They will continue to play a key role in the application and further development, ensuring that an independent perspective and challenge is provided to drive continuous improvement.

The Trust is committed to

- Promoting an open, inclusive and just culture that champions the belief that incidents cannot simply be attributed to the actions of individual staff but focuses on the system in which they were working, in order to learn lessons.
- Improving communication and the development of psychological safety, encouraging a positive approach to the reporting of and responding to patient safety incidents.
- Openness with patients and their families in the application of duty of candour and beyond.
- Justifiable accountability and a zero tolerance for inappropriate blame.

Executive lead



'As senior responsible officer for the Patient Safety Incident Response Framework (PSIRF), it is important we have a strong patient safety culture here at Dudley.'

Andy Proctor
Director of governance