

Patients for Patient Safety Project Newsletter

Volume 1, Issue 2

September 2008

National Patient Safety Agency

Patient Safety Champions working with South Central SHA

This newsletter has been developed to keep the wider network informed of news and developments including the patient safety champions initiative.

This edition focuses on the ways in which Patient Safety Champions have been involved in local, regional and national activities. We'd like to hear from all of you about your activities and items of interest around improving patient safety.

Please contact the Editor: Anna Allford at AvMA; email: anna@avma.org.uk

Or write or phone (details on the last page).

Read what the Patient Safety Champions said about this meeting on Page 2

Stop Press!

New sections about the project have been added to the AvMA website. To view or download, go to the *Patients for Patient Safety* section of 'Sharing Experience' (tab at the top of the AvMA Home page) www.avma.org.uk

NHS South Central Patient Safety and Risk managers Forum Inaugural meeting took place on 22 August at the South Central Strategic Health Authority (SCSHA).

The Forum is facilitated by the Patient Safety action Team (PSAT) at SCSHA and chaired by Benita Playfoot, Patient Safety Manager (PSM). The Forum consists of staff from Trusts across the region working in Patient Safety, Clinical Governance, Quality, Risk and Clinical Effectiveness and front line clinical staff.

Representatives from Acute, Primary care, Foundation, Mental Health and Learning disabilities Trusts were present despite the meeting being held on a Bank holiday Friday. Patient Safety Champions Anne Carvalho and Chista Kermani were among the 40 representatives that attended the Forum.

Gail Byrne Head of Department for Patient Safety, gave a presentation on the way forward for Patient Safety and the PSAT within the region. Gail also welcomed the Patient Safety Champions and encouraged their involvement in the Patient Safety Federation and the work of the Forum. Billy Hatifani, Infection Control PSM, updated the membership on MRSA and C. Difficile infection numbers and the outcomes from the DH (Department of Health)



'Observation of Care' visits.

Berkshire NHS Trust gave a presentation on a serious untoward incident involving three other Trusts in the region and an industry contractor, which spurred a lively debate around the lessons learned. The Patient Safety Champions input was greatly appreciated and the sharing of best practice was appreciated by all.

Benita gave an update from the DH meeting on future events and also feedback from the SHA Clinical quality/Patient Safety Leads meeting. The membership (see photo above) decided on the Terms of Reference and also on the frequency of the meeting, which will be held every quarter and for a full day.

The members also produce the agenda for the next meeting and take notes. This is stored at SCSHA and distributed to the group prior to the next Forum meeting.

The Forum membership has devised their aims and

objectives which include:

- To be a source of learning from each others organisations experiences.
- To share best practice and lessons learned from incident reporting investigation and regulation reviews.
- To produce unified policies, procedures and processes that can be translated throughout the trusts within NHS South Central.
- To ensure that Patient Safety and Quality are at the top of the Governance agenda.
- To raise the profile of the Patient Safety Champions and to ensure the patients view is incorporated into all of the patient safety agenda.

The Forum will be a place where all aspects associated with NPSA alerts, CAS alerts and also Patient Safety work streams from the Patient Safety Federation will be discussed and members will be updated on the developments, outcomes and necessary involvement. Benita Playfoot

Update on Champions and NHS Partners in England and Wales

This is the latest quick round-up of what has been happening elsewhere. If any Champions and their NHS partners have some further activities or meetings planned, we'd love to hear about these.

- NHS Yorkshire and The Humber SHA representatives meeting with the Patient Safety Champions was 'brilliant!' Champions, Iain Wordsworth and Narendra Mathur, have been invited to consider areas where they can add value to the work of the SHA.
- In the West Midlands region the Patient Safety Champions have been working locally. Brian Osborne has been looking at the Privacy & Dignity Policy for a PCT and is on the Worcester PCT Complaints/Incidents PALS Group. Beryl Nock sits on the Themed Action Group which is a cross-provider network from the Acute

and Primary Care Trusts and the Directorate of Adult, Community and Housing services in Dudley, to improve services for the elderly.

- The North East SHA has had a very positive meeting with the Champions, Margaret Ogden and Mike Casselden, and forged ahead with its plans to involve Champions in their agenda to improve patient safety.
- NHS South West has now met with Champions, Graham Tanner and Simon Mathias. Discussions on where they can represent the patient perspective are well underway.
- Ann Bisbrown-Lee and Bev Hurst, Champions in the North West, are already up and running, working with the SHA on several projects and have a schedule of meetings and events to attend.

- NHS East of England SHA invited Champions, Marlene Moura and Peter Metherall, to meet the Quality Safety team and they plan to work in partnership on some very specific items.

- In Wales, Meryl Davies, Champion has been exploring with contacts at the Welsh Assembly Government how to engage locally, and Champion, Stuart Stevenson, has attended his local hospital and given a presentation. Stuart now has further talks planned.
- June Hitchcock and Darren Tamplin, Champions in the region for NHS South East Coast, have met with the SHA and are looking at future plans.
- Val Baker and Jenni Dewhurst, Champions, for NHS London plan to meet now Jenni is back from holiday.

Update on the Patients for Patient Safety project

Partnership Working:

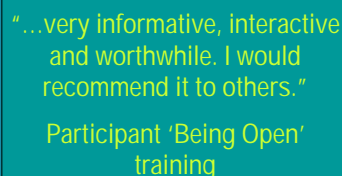
Patient Safety Champions will be supported to provide the patients' perspective in improving patient safety at all levels; locally, regionally and nationally, throughout England and Wales. The current focus is on [Being Open - communicating patient safety incidents with patients and their carers](#) and the first training session with Champions for this NPSA policy took place in July. The training generated much discussion and also prepared

Champions for how to present their role to NHS staff and focus on the importance of Being Open when things go wrong for patients. Feedback was extremely positive and a future Masterclass in the subject is planned for November and open to all

Champions in this project.

Other national initiatives are being discussed, including the Patient Safety Campaign in England and the 1000 Lives Campaign in Wales and the NHS partners involved in this project are being encouraged to invite the Champions to help them include the patient perspective in their work streams for improving patient safety.

The role of Patient Safety Champions is to 'add value' to both existing and planned work.



"...very informative, interactive and worthwhile. I would recommend it to others."
Participant 'Being Open' training

Patient Safety

Champions working with South Central SHA: the Champions perspective

Anne Carvalho and I, the Champions for South Central, were invited to the Inaugural South Central Patient Safety and Risk Management Forum, organised by Benita Playfoot, our SHA link, and her colleagues. It was the first event we were invited to in our new roles, and we had considered how we would be received by the other attendees, who were Patient Safety Managers, Clinical Governance Lead Risk Managers and Directors for Clinical Standards within the region. Anne and I are both Claimant Clinical Negligence Lawyers, and so have significant experience of a broad range of medical accidents, but would our profession be a bar to how we would be perceived by the other attendees? It became apparent before long that our

concerns were unfounded. We were warmly received; the attendees took a sensible approach, recognising that we were all present with a common goal, and that as Champions, Anne and I are offering our time and experience in the hope that we can assist with the greater aim of improving patient safety. Anne explained that we were already aware of the importance of patient confidentiality, having both worked in hospital medicine before becoming lawyers (Anne still works as a Midwife from time to time), and that anything discussed at meetings would be kept strictly within those boundaries.

Benita explained that the meeting had been suggested with the aim of the

attendees deciding the frequency, length, and agenda for any future meetings. After a presentation and some group discussions, where the other attendees made a point of asking us our views and including us in their considerations, it was agreed that the meetings should be quarterly and the Champions were invited to attend all future meetings, which we were delighted about. At the end of the day, it was apparent that patients' safety and best interests were foremost in the minds of all those present, guiding their actions and judgments, and Anne and I are very much looking forward to participating in future events.

Chista Kermani

Update on Being Open

It has been agreed that promoting 'Being Open' is a key priority for Patient Safety Champions / the Patients for Patient Safety project this year. AvMA has been particularly active over seeking more clout being given to make NHS and Department of Health pronouncements about 'Being Open' and tackling the "culture of denial" more of a reality. Two Patient Safety Champions are being invited to a forthcoming workshop with various stakeholders on 26th September to discuss moving forward. It may be useful to know what has been going on elsewhere and what to look out for:

Peter Walsh (AvMA) is a member of the National Patient Safety Forum which is overseeing implementation of Safety First. He has pushed hard for the recommendations concerning 'Being Open' / 'tackling the culture of denial' to be given greater priority.

Dr Albert Wu (WHO and USA clinician) has done a review of 'Being Open' in England and the workshop on 26th will look at this as a starting point.

AvMA have been pushing for implementation of the Being Open policy to be monitored and reported on as part of the Healthcare Commission 'annual health check' on NHS trusts. Initially there has been resistance to this, but AvMA had a useful meeting

recently with Maggie Kemmer of the Healthcare Commission, which it is hoped will lead to a fresh approach to this.

AvMA have recently sought a Judicial Review of a GMC decision not even to investigate allegations of 'cover up', fraud and perverting the course of justice concerning several doctors following a young boy's death caused by negligence (see AvMA's website for more information). This is very significant as the reason the government have given for not implementing the Chief Medical Officer's recommendation for a legal 'Duty of Candour' (Making Amends, 2003) was that this is not needed because regulators such as the GMC will enforce this part of health professional's duties.

AvMA (and others) continue to make the case for a legal Duty of Candour, which has been adopted in several other countries.

AvMA are lobbying the NHS Litigation Authority to withdraw a circular issued to all NHS trusts in England about apologies and explanations and replace it with more appropriate guidance. The current version warns trusts that "care should be taken in the dissemination of explanations so as to avoid future litigation risks..." and

defines apologies simply as expressions of sympathy or regret !

AvMA continue to promote a Code of Understanding between Health Professionals and People affected by Medical Accidents. This document (available from AvMA's website or on request) contains seven simple principles, including being open, which almost all health professionals and patients we have shown it too can readily sign up to. We think it can be used more extensively as a tool to develop understanding and trust.

Within the Patients for Patient Safety project, it is intended to provide Patient Safety Champions with background information such as policy documents and relevant evidence to build their knowledge base around Being Open; resources such as template PowerPoint presentations with the relevant facts and figures; and to develop a check list of ideas of what they can do regionally, locally and nationally to promote Being Open. Our approach will be discussed during the Birmingham meeting (November 28/29) and there is also further training on Being Open and how to promote it for Champions planned for 12th November.

Wider Involvement Network

Please do check your emails to ensure you have received our survey. We are keen to make sure that we not only have your details correct but also have up-to-date information about how you would like to be involved.

Some of you may be representing an organisation but for many of you as individuals who have suffered medical harm you have joined the network to feed in your personal experiences, views and concerns. By completing the survey we can better understand how you would like to be involved.

There are a number of ways that you could be involved, for example:

- Receiving information

- Commenting on Consultations, policy document, etc. around improving patient safety
- Sharing your personal story
- Feeding in your issues or concerns
- Attending meetings
- Registering your interest in being a future Patient Safety Champion.

Your views are important to AvMA and this project please do return your completed survey to us.



If you haven't yet received your questionnaire either by email or post and you'd like to remain as part of the Wider Network please do contact Anna Allford, Project Manager, at AvMA. Email: anna@avma.org.uk

Or phone Anna on 020 8688 9555.

"How would you like to be involved?"



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Regional Events

Five regional venues have been selected by the NHS Training Hub for Operative Technologies in Healthcare (THOTH) to hold their Workshop 'Managing the Consequences of Adverse Incidents'.

AvMA has been asked to arrange the Conference facilities and the Patient Safety Champions have been invited to give a presentation.

The day is designed by the organisers (THOTH) to enable NHS and patient groups and other organisations to work together to share ideas and experience, and create solutions to some of the difficulties faced by patients, staff and organisations when an adverse incident has occurred.

There are still some places available for the following 4 venues:

- Newcastle—22nd September
- Bristol—10th October
- Oxford—13th October
- Cambridge—16th October

Email conferences@avma.org.uk to register or call 020 8667 9065.

All events are from 9.30 for 10.00am start, and close at 4.15pm.



Round up of other news of interest

Complaints in the NHS

Do you have any useful links to websites or information that will help people navigate through the current NHS Complaints procedure? One of the Champions has suggested that it would be useful to have a resource that highlighted the pathway for patients/families. Send your information to Anna Allford anna@avma.org.uk or post to the address above.

Gillian Bean, Champion and Co-Director of SIN (Sufferers of Iatrogenic Neglect) is concerned about the impending removal of the Healthcare Commission as an independent level in the NHS Complaints Procedure and has written to the Department of Health and the Health Select Committee expressing these concerns.

Policy:

Graham Tanner, Champion, writes: Health & Social Care Act 2008 is now in the process of being implemented. Amongst the requirements of the Act is to produce a Code of Practice for the Prevention and Control of Healthcare

Infections in health and social care settings. Duty 5 of the current Code of Practice places a duty on the NHS Healthcare providers to provide information on Health Care Associated Infections (HCAI) to patients & the public. The annex to the Code of Practice Reference (59) then refers to the NPSA (2005) Being Open policy.

Consultations:

The NHS Constitution Consultation ends on 17th October 2008 to contribute to this as an individual please go to their website:

www.dh.gov.uk/en/Consultations/Liveconsultations/DH_085812

The Parliamentary Inquiry - Patient Safety has a deadline for 22nd September. See their website at:

www.parliament.uk/parliamentary_committees/health_committee/hc0708pn19.cfm

You may consider responding individually directly to the consultation or Inquiry, or if you wish to let AvMA have comments for consideration in the AvMA response then

you can forward those to Anna Allford anna@avma.org.uk before the deadline and she'll pass them on to AvMA's policy department.

Conference- 'Adverse psychiatric side effects of medicines: What's your responsibility?'

Thursday 6th November at the Friends House, Euston Road, London, NW1. Time: 9am-5pm. For details email: info@april.org.uk or visit their website: www.april.org.uk

This is not an AvMA event or in any way an endorsement of this event. If you are interested in attending contact the organisers for prices and availability.

Other News:

Ann Bisbrown-Lee, Champion, sent in details of A Dignified Revolution which is a group of individuals, who want to improve the care of older people in hospital. For more information email: info@dignifiedrevolution.org.uk or tel: 07811 159800 or visit their website: www.dignifiedrevolution.org.uk

For more AVMA news visit the website: www.avma.org.uk/pages/news.html