



Wells Health Centre

Appendix A

Sign up to Safety aims to deliver harm free care for every patient, every time, everywhere. It champions openness and honesty and supports everyone to improve safety for patients.

Wells Health Centre through the Commissioning for Quality and Innovation (CQUIN) framework wishes to engage with the Somerset CCG Sign up to Safety programme and its ethos. The following action plan has been drawn up to support the CCG objectives of:

- 1) Increasing incident reporting and learning from incident in primary care both clinical, including medication incidents and non-clinical; and
- 2) Support learning from service user feedback including Friends and Family Test

The Five Sign Up to Safety Pledges

1. **Put safety first.** Commit to reduce avoidable harm in the NHS by half and make public the goals and plans developed locally.

Practice's response:

We pledge to increase the practice focus on improving patient outcomes and reduction in patient harm.

We will share our pledges with our local Federation colleagues, our staff, our patient groups and our patients. We will work with our practice team and colleagues to promote the safety agenda and ensure that it is intrinsic to our daily operational processes and that everyone is committed to quality improvement within the surgery.

We will undertake a review of the practices current reporting processes to establish clear procedures for reporting, recording and following up safety incidents to promote increased incident reporting and shared learning from such events.

We will encourage service user feedback via the Family & Friends tool and will review, act and respond to in a timely manner to comments received.



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Progress made:

Shared with Staff & patient group

SEA reporting reviewed - Any Significant Events discussed monthly at Clinical Meeting, with decisions being made on whether to share learning outside of the Practice. A 6mthly review is also undertaken.

Regular searches are run to identify patients on warfarin or DMARDs who have missed monitoring – patients being called for monitoring.

Use of Eclipse Live safety alerts – GP's & Practice Support Pharmacist

2. **Continually learn.** Make their organisations more resilient to risks, by acting on the feedback from patients and by constantly measuring and monitoring how safe their services are.

Practice's response:

Sign up to Safety is a standard Agenda item for our monthly practice Primary Health Care Team Clinical Meetings and any practice Significant Events, near misses or complaints can be discussed without delay.

We will report incidents in line with our agreed practice procedure. We conduct an annual review of complaints and 6mthly review of SEAs to ensure that any identified learning or safety issues have been addressed. We will share our knowledge with Somerset CCG and if appropriate NHS England National Reporting and Learning System.

We will raise awareness and promote the increased use of the Datix system to feedback any service issues to Somerset CCG.

WMF practices will work together to develop and implement a datix protocol and audit our practice uptake and share with WMF practices.

Progress made:

SEA's discussed at Monthly Clinical meetings, with 6mthly overview taking place. Examples over last 6mths:-

Successful outcome for patient following appropriate management of life threatening sepsis.
Patient given incorrect dose of LHRH following discharge MPH error was continued.
Failure to identify a post history of penicillin allergy, failure of record of penicillin allergy on computer records.

3. **Honesty.** Be transparent with people about our progress to tackle patient safety issues and support staff to be candid with patients and their families if something goes wrong.

Practice's response:

Our priority is to learn from significant events, complaints & near misses.

The practice will uphold a "no blame" policy and encourage all staff to report issues, which can be discussed openly and learning points shared. If a mistake is made we will explain what went wrong and what actions we have taken – staffs are encouraged to apologise when mistakes have been made.

The practice endeavours to investigate incidents openly and report accurately, honestly and in a timely way.

Progress made:

Deal with complaints according to practice protocol, and apologise when mistakes have been made.

4. **Collaborate.** Take a leading role in supporting local collaborative learning, so that improvements are made across all of the local services that patients use.

Practice's response:

We will work together with the practices in West Mendip Federation (Glastonbury, Health Centre, Vine Surgery, Wells Health Centre and Wells City Practice) to agree our shared sign up to the 5 safety pledges and produce a shared statement of intent and a shared Safety Improvement plan framework.

We will explore the offer from Somerset CCG to deliver Federation wide training support from their Quality team to ensure consistent learning and standards between practices with regards to Safety. All 6 practices share an e-learning package to help standardise training.

Progress made:

Safety issues discussed at Federation meetings
Use of e-Learning package

5. **Support.** Help people understand why things go wrong and how to put them right. Give staff the time and support to improve and celebrate the progress.

Practice's response:

The practice promotes a "no blame" culture throughout the organisation and encourages open discussion with staff and patients.

There are clear processes for reporting incidents and we will ensure that all staff and patients know how to raise safety concerns. Staff and patients are encouraged to submit ideas on how services can be improved.

Progress made:

Staff all aware of relevant policies and of the 'no blame' culture.
Use of Friends and Family Test
Learning from complaints and patient suggestions



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Safety Improvement Plan

Action plan to support delivery of the 5 practice pledges

Objective	To be achieved by (measures)	Who is responsible	To be completed by:	
Sign up to Safety Campaign	Completion of submission form with action plan (Appendix A)	Practice Manager	24.08.15	
	Obtain partnership approval and submit to CCG	Practice Manager	31.08.2015	
Establish practice leads	Agree lead GP and establish Safety team to include staff responsible for : Health & Safety Fire Safety Infection control	Dr Jonathan Bench Caldecott Guardian Ops Manager Information Lead Lead Nurse	31.08.2015	
Publicise involvement in Sign up to Safety campaign	Set up section on website and publicise 5 pledges.	Information Lead	31.08.2015	
	Display info on campaign on TV screens in waiting	Information Lead	30.09.2015	

	room Inform PPG	Practice Manager	Next PPG meeting	
Brief practice team	Staff Partners Meeting Primary health Care Team	PM PM	30.08.2015 21.09.2015 24.08.2015	
Review Significant Event Audit protocols	Undertake a review of the practices current reporting processes to include: How decisions are taken about which incidents are reported/reviewed. Agree/update format for recording SEAs How learning is shared within the practice. Agree parameter s for which SEAs should be reported externally and to whom and by what means.	Operations Manager/PM	01.11.2015	
Annual Risk Assessment review	Maintain and review annual risk assessment process for Health & Safety and Infection control	Safety Team	31.12.2015	
Safety Alerts	Circulate to all clinicians upon receipt in practice	Prescription Clerk	Ongoing	

Drug Safety Update	Review and take appropriate action upon receipt in practice informing clinicians as appropriate.	Dr Helen Crawley Support Pharmacist	As and when	
Datix – reporting incidents	Remind all clinical and non-clinical staff to promote use and encourage learning by use of the Datix system Datix tool on all practice desktops to raise any pa Produce a policy on use and audit of use of Datix safety issues.	PM/ All practice team members Collaborative work with WMF PMs to produce common policy	10.09.2015 31.11.2015	
Training	Take up offer from Somerset CCG Quality team members to deliver Federation wide support and training for all clinical staff in practice for the Sign up to Safety campaign.	West Mendip Federation PMs	01.10.2015	
FFT – review patient feedback	Collate and review feedback from FFT cards with PPG and share learning with whole practice team	PM Information’s Lead	Quarterly to coincide with PPG meetings	
Collaboration with WMF colleagues	Regular agenda item at Federation meetings to share learning and best	WMF Lead	Scheduled Federation	



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	practice		Meetings.	
Publish on practice website Sign up to Safety Pledges and progress report and forward electronic link to enhancedservices@somersetccg.nhs.uk		PM	31.12.2015	