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Patient Safety Commissioner

Safer Care for All

Safety For All conference

7th December 2022



A health system under strain

- Relentless pressure in all sectors
- Budgets squeezed
- Staff scarce
- Cost of living crisis for patients
- Core values under threat



Responding to patient feedback

Personal
Compassionate
Timely
Relevant
Used for learning

Impersonal
Generic
Timely

No response
Defensive
Irrelevant
Slow
Siloed



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- Patients feel valued and listened to
- Know that information is used to prevent future harm
- Staff feel empowered and morale improves

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- Boards falsely reassured that feedback is being responded to
 - 'Obligations fulfilled'
 - Staff feel disenfranchised

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- Patients do not feel heard
 - Patients escalate to other routes – complaints, litigation, MPs, social media
 - Staff feel helpless

Patient safety = staff safety

- Two sides of the same coin
- Staff need to feel listened to and valued
- No reprisals for raising concerns
- A culture that works for patients and staff



Patient partnership

- Kindness and curiosity
- ‘What matters to you?’
- ‘Done with’ - not ‘done to’
- Patient story top of the board meeting agenda
- Ensure a named director to speak for patients



Your first patient

- Take a minute or two to speak to your neighbour about your first patient
- What did you learn, think and feel?

NHS Resolution



- NHS Resolution resources on consent
- 728 of 1,223 claims due to complexities around consent
- Montgomery vs Lanarkshire (2015)

<https://resolution.nhs.uk/resources/nadines-story-consent/>

Scan4Safety

- All product and patients scanned
- Using Global Standard 1 barcodes
- Right product at right time
- Piloted in six NHS trusts
- Over £1bn in benefits in seven years by releasing time to care



SCAN4 SAFETY
Patient, Product, Place, Process.

The logo for Scan4Safety features the text "SCAN4 SAFETY" in a blue, sans-serif font. The number "4" is replaced by a blue cross symbol. Below this, the tagline "Patient, Product, Place, Process." is written in a smaller, lighter blue font.

A new offer to patients

- Better information and data
- A psychologically secure culture
- A swift and compassionate response



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