

PATIENTS FOR PATIENT SAFETY

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Patients for Patient Safety

- WHO World Alliance for 'Patients for Patient Safety' initiative
- In England & Wales, a unique partnership between:

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"Safety First"

Department of Health, 2006

Recommendation 13:

The active involvement of patients and their families should be promoted by establishing a national network of patient champions who will work in partnership with NHS organisations and other key players to improve patient safety: the network should have strong links with WHO World Alliance for Patient Safety's 'Patients for Patient Safety' initiative

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Rationale

Consumers in healthcare are at the heart of patient safety. When things go wrong they and their families suffer from the harm caused. Such harm is made worse by the defensive and secretive way that many healthcare organisations respond in the aftermath of an event

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Rationale 2

Around the world, healthcare organisations that are most successful in improving safety are those that encourage cooperation with patients and their families. Patients and their families have a unique perspective on their experience of healthcare and may provide information and insights that healthcare workers may not otherwise have known

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Partnership

Partnership must be a key theme: patients, health professionals, policy makers and healthcare leaders should be working together to prevent avoidable harm in healthcare. A particular focus is to challenge the current culture of denial

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Patient Safety Champions

- May 2008 – 2 day Induction Workshop for 22 Patient Safety Champions
- Additionally, 10 Patient Safety Action Team (PSAT) members from Strategic Health Authorities (SHAs) in England and 1 member of the Patient Safety Team in Wales joined the Workshop on day two.
- The report of the Workshop is available on the AvMA website
- A further follow-up event is planned for 28/29th November 2008 to share experiences and disseminate information and learning.

Diversity

- Marginally, more women (13) than men (9) were recruited.
- Of the 16 who returned the Equal opportunities monitoring questionnaire: 5 were male and 11 female; 3 people were aged between 35-49 and 9 in the 50-64 age range with 3 people over 65.
- 14 people described themselves as White British, 1 as Persian and 1 as Chinese.
- They were also asked about disability, 7 people considered themselves disabled and of those 4 are registered disabled.
- Almost everyone had personal experience of medical harm and in addition some were advocates or patient representatives. A few had previously worked as clinicians or healthcare professionals and one person is a current NHS employee. Interestingly, 3 current Solicitors and one retired Solicitor became Champions.

Interests of Champions

- Infection Control
- Being Open
- Corporate performance and quality
- Consent
- Reporting systems for Serious Untoward incidents (SUIs)
- Psychological consequences of medical harm
- Cancer/palliative care
- Cardiology
- Obstetric Care
- Paediatrics
- Primary Care
- Community care
- Chronic long term illness
- Care of the Elderly
- Psychiatric/mental health care
- Radiology
- Anaesthesia
- ME/Fibromyalgia
- Diabetes
- Epilepsy
- Prevention of pressure sores
- Nutrition

Local & regional working

- Almost all Champions have met with the PSATs with only three yet to arrange a date (Wales, East Midlands and London).
- The majority have started to plan together areas for involvement and schedule further meetings.
- The role is extremely varied and shaped locally but also by the expertise/interests of the Champion.

'The patients' perspective' at events



- Recently Champions were invited to give presentations at a series of regional events
- The NHS organisers were extremely pleased with the way in which Champions added value
- Participants ranged from Clinicians to NHS Managers and patients
- Delegates also included people from the project's wider Network.

National working

As awareness of the project has spread, opportunities have been made available to include Champions. Nationally, Patient Safety Champions have officially attended four events:

- The Department of Health (DH) on behalf of the National Advisory Group for the Council for Healthcare Regulatory Excellence, organised a Workshop where 8 Champions were present;
- The Healthcare Commission held an event around reducing the risk of healthcare associated infections, attended by 4 Champions;
- The Hand Hygiene Summit re-issued an NPSA alert and one Champion was invited to be part of the Discussion Panel as a patient representative. It was an extremely positive endorsement of how Champions can work in partnership with healthcare professionals, adding value to the day's presentations and discussions.
- The Being Open Review led by Professor Albert Review brought together healthcare professionals, DH, medical defence organisations, and other organisations with an interest to examine the findings of his review and to make recommendations for how to promote the Being Open Policy in the future. 2 Champions participated in this extremely important event.

There are a further 7 events up to November where Champions will be attending or giving presentations and this does not include those organised by individuals themselves.

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. Their role is to 'add value' to both existing and planned work.
- The current focus is on the policy Being Open - communicating patient safety incidents with patients and their carers (NPSA, 2005)

Partnership Working (continued)

- 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.

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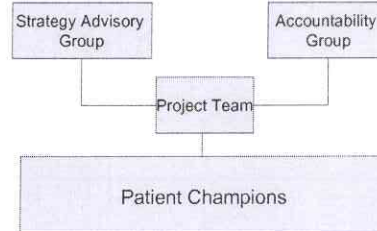
Wider Network

- Approximately 250 individuals and representatives of organisations registered
- The network has been invited to various Workshops and events and been invited to comment on national Consultations
- The PfPS Project newsletter and email bulletins are circulated to this group and the AvMA website/forums provide a way to share information and views
- A mailing to PALS Leads at Trusts and PCTs is planned this month to raise awareness of the Champions and invite to join Network

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Project Accountability



Members

- Accountability members – Martin Fletcher, Sarndrah Horsfall, Suzette Woodward (for Peter Mansell), Peter Walsh and Anna Allford
- Project Team - Peter Walsh, Anna Allford and Suzette Woodward (for Peter Mansell)

Strategic Advisory Group

- Dr Jonathon Gray, Director, 1000 Lives Campaign;
- Kate Jones, NHS Institute for Innovation and Improvement;
- Maggie Kemmner, Healthcare Commission;
- Dr Marcia Kelson, National Institute for Health and Clinical Excellence; and
- Angela Brown, NHS North West.
- Barbara Wood, Chair Patient Lay Group, Academy of Medical Royal Colleges
- Carol Lamyman-Jones, Chair, Board of CHCs in Wales
- One further individual contacted and awaiting decision