



SIGN UP PACK

Welcome to Sign up to Safety

Harnessing the commitment of staff across the NHS in England to make care safer.

Our vision is for the whole NHS to become the safest healthcare system in the world, aiming to deliver harm free care for every patient every time. This means taking all the activities and programmes that each of our organisations undertake and aligning them with this single common purpose.

Sign up to Safety has an ambition of halving avoidable harm in the NHS over the next three years and saving 6,000 lives as a result.

As Chief Executive or leader of your organisation, we invite you sign up to the campaign by setting out what your organisation will do to deliver safer care:

- Describe the actions your organisation will undertake in response to the five Sign up to Safety pledges (see page 3 to 5) and agree to publish this on your organisation's website for staff, patients and the public to see. You may like to share and get feedback your pledges before you publish – we will be happy to provide this.
- If you are an acute, ambulance, community, or mental health organisation providing care for patients, commit to turn your proposed actions into a **Safety Improvement Plan** which will show how your organisation intends to save lives and reduce harm for patients over the next 3 years. Again, feedback will be available, if you wish to access it, to assist in the description of these plans.
- Within your Safety Improvement Plan you will be asked to identify the patient safety improvement areas you will focus on.

To officially sign up your organisation to the campaign, please complete the following sign up form and return via email to signuptosafety@nhs.uk.



SIGN UP FORM

Organisation name:

In signing up, we commit to strengthening our patient safety by:

- Describing the actions (on the following pages) we will undertake in response to the five campaign pledges
- Committing to turn these actions into a Safety Improvement Plan which will show how our organisation intends to save lives and reduce harm for patients over the next three years (acute, ambulance, community, mental health providers only)
- Identify the patient safety improvement areas we will focus on
- Engage our local community, patients and staff to ensure that the focus of our work reflects what is important to our community
- Make public our commitments and plans.

Chief Executive or organisation leadership sponsor:

Name **Jane Foster-Taylor** Signature _____ Date **24.9.15**

Please tell who will be the key contact in your organisation for Sign up to Safety:

Title:	Mrs	First name:	Linda	Last name:	Smart
Email:	Linda.smart1@nhs.net			Job title:	Deputy Chief Nurse



The five Sign up to Safety pledges

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

We will

- Working in collaboration with our providers to ensure that patient focus is central to everything we do
- As commissioners we are committed to ensuring that quality of services and clinical outcomes for patients are continually improved
- Support the development of a culture that is committed to learning and improvement and that continually strives to reduce avoidable harm
- Continue with our focus on reducing HCAI in line with agreed trajectories
- Ensure robust arrangements are in place for safeguarding adults and children

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

We will

- Actively listen, respond to and involve patients and the public in planning, design, development and delivery of the services we commission
- Capture real time patient/carer experiences to inform service improvements and future commissioning
- Monitor outcomes of staff surveys and ensure that providers take actions to resolve concerns
- To triangulate all intelligence from complaints, soft intelligence, patient stories and early warning systems etc. shared by patients and the public and use the themes and trends to inform commissioning decisions
- Monitor and regularly review the CCG's and provider serious incidents and complaints to identify any emerging themes and trends



3. Being honest. 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

We will

- Ensure that through assessments during visits, providers actively promote the involvement of patients in discussions about their own care
- Ensure our health priorities support and actively enable safer patient care driven by honesty and candour
- Work collaboratively to promote a culture of openness, transparency and inclusiveness to drive the delivery of high quality care, ensuring health care providers are held to account on their contractual duty of candour
- To ensure honest and transparent reporting on patient safety incidents and actions taken to our Quality and Patient Safety Committee and Governing Body

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

We will

- Promote a culture of reflective learning and improvement
- Promote organisational and system wide learning from Serious Incidents, incidents and complaints
- Promote open communication between providers and commissioners to improve service provision and care delivery



5. Being supportive. Help our people understand why things go wrong and how to put them right. Give them the time and support to improve and celebrate progress

We will

- Promote activities across the local healthcare system that supports shared learning by programmes such as the South Essex Harm Free Care Group that demonstrates the celebration of best practice
- Undertake a programme of Quality Visits to our lead provider and share feedback to promote learning and improvement
- Monitor staff survey results of our providers and regularly review how they ensure staff engagement and learning throughout their organisations

