



## The Trust Has Signed up to Safety

After the publication of the Mid-Staffordshire NHS Foundation Trust public inquiry, the Berwick Report into patient safety in the NHS, and the Hard Truths report, a range of initiatives are being put in place to support patient safety improvements in the NHS. Croydon Health Services has signed up to the national patient safety campaign '**Sign up to Safety**'.

- **Put safety first.** Commit to reduce avoidable harm in the NHS by half and make public the goals and plans developed locally.
- **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.
- **Honesty.** Be transparent with people about their progress to tackle patient safety issues and support staff to be candid with patients and their families if something goes wrong.
- **Collaborate.** Take a leading role in supporting local collaborative learning, so that improvements are made across all of the local services that patients use.
- **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

Get involved – contact [pals@croydonhealth.nhs.uk](mailto:pals@croydonhealth.nhs.uk) on 020 8401 3210

## SIGN UP TO SAFETY CROYDON HEALTH SERVICES

**PLEDGE 1- Put safety first.** Commit to reduce avoidable harm in the NHS by half and make public our goals and plans developed locally. We Will:

- To promote safe and secure discharge and to look after people in their own homes, or close to where they live rather than attending hospital.
- Launch a sepsis campaign to ensure our staff improve in the management of emergency care in sepsis
- Develop a programme to review acute kidney Injury
- By using the global trigger tool we will review all patient death and report our findings
- Continue to work to reduce the number of patient's who acquire pressure ulcers and falls.

**PLEDGE 2 - Continually learn** Make our organisation or resilient to risks, by acting on the feedback from patients and by constantly measuring and monitoring how safe our services are: We Will:

- To actively listen to our patients to see how we can improve and provide ways of user friendly feedback
- To respond promptly to concerns raised and feedback our actions taken
- Continue with our executive safety walk arounds and ask patient for their views using friends and family test
- To share patient stories with Trust Board and at other key meetings
- To understand how we can learn from serious incidents, inquests, claims and complaints
- To monitor our incident data and use for improving and developing services

**PLEDGE 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 wrong We Will:

- Continue to be open and honest with patients and their families when things go wrong and ensure a copy of the investigation report is offered to them
- Seek to strengthen the membership of the Serious Incident Review Group to ensure that all serious incidents are reviewed by an established multi professional committee
- To look to see how we can involve patients in governance activities

**PLEDGE 4- Collaborate** – Take a leading role in supporting local collaborative learning so that improvements are made across all of the services that patients use We Will:

- Seek to engage every opportunity to share good practice with our partners
- Improve communication between the hospital and primary care as patients move between different settings

**PLEDGE 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 We Will:

- Create a non blame culture to encourage staff and patients to be able to raise concerns so that we can put things right quickly
- Continue and build upon the Listening into Action (LiA) projects and celebrate success
- Provide support and feedback to staff following incidents to look at how we can do things differently
- Hold Annual Croydon stars awards for staff and volunteers to celebrate success
- Hold an annual quality event to share good practice