

Sign Up To Safety

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 the safety of patients. The outcome of this CQUIN is:

- Practices sign up to the sign up to safety campaign and its ethos.
- To increase incident reporting and learning from incidents in Primary Care i.e. general, clinical, non-clinical and medication incidents.
- To learn from service users feedback including the friends and family test.
- Publish 'you said we did' outcomes.

TRMC have signed up to this national campaign to commit to setting out actions they will undertake in response to the following five pledges:

1. Put safety first – commit to reduce avoidable harm in the NHS by half and make public the goals and plans developed locally.
2. Continually learn – make their organisation more resistant to risks, by acting on the feedback from patients and by constantly measuring and monitoring how safe their services are.
3. 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.
4. Collaborate – take a leading role in supporting local collaborative learning so that improvements are made across all local services that patients use.
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.

Implementation Plan 2015

The Practice has signed up to the sign up to safety campaign and will work towards the five pledges as mentioned above. The Practice will continue to report the following incidents to the Practice Manager:

- Near Misses
- Significant Events
- Medication Errors

The above will include clinical as well as non-clinical incidents and medication errors.

Where there has been a near miss, significant event, medication error, other error or issue which relates to an external provider, this will be feedback through the Health Professional Feedback Tool.

The Practice will continue to discuss incidents, in a clinical meeting or at a communication meeting to ensure that the learning is shared across the Practice.

The Practice will continue to use the Health Professional Feedback Tool and maintain a log of issues reported and feedback received, so that this can also be shared with the Practice team.

The Practice will also share any incidents and learning within the Federation so that others can also learn from incidents which have been reported at Practice level.

Incidents will be discussed at monthly communication meetings and monthly clinical meetings and will also be discussed at quarterly clinical governance meetings.

All staff will be presented with this implementation plan, as it relates to all members of the Practice team. This will be discussed with the team at the communication meeting in July. They will all be shown the Health Professional Feedback Tool and where to find the forms to report a near miss, SEA or medication error. We will also cover how to complete the forms and when they need to report.

Progress to Date

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

All staff at Taunton Road Medical Centre take responsibility for safety on the practice premises and with the service we deliver. As part of our commitment to our patients, all members of the clinical team meet regularly to discuss issues and the GPs meet daily and will share clinically relevant information.

The practice undertakes regular Significant Event Audits and the learning from this is shared across the practice team in clinical and communication meetings. The practice also has a Clinical Governance Committee which consists of two GPs, a nurse and the practice manager, who all meet once a quarter. This group discuss significant events, complaints and compliments which are received by the practice.

The practice has encouraged all members of the practice team to report any significant events, near misses, complaints and compliments to the practice manager. They are then reviewed to determine the action to be taken. The practice also encourages members of the team to report issues with outside agencies on the Health Professional Feedback Tool.

Continually learn – make their organisation more resistant to risks, by acting on the feedback from patients and by constantly measuring and monitoring how safe their services are.

At TRMC we provide ourselves on being a responsive practice. We welcome all feedback from patients and other service users. We encourage patients to complete the Friends and Family Test, have a suggestion box in the reception area, have a PPG, we also receive feedback via the website and email. We also respond to all comments on NHS choices. We share all our thank yous with all members of the practice team. In August all members of the team were encouraging patients to complete the Friends and Family test, and the number of responses received impressed the CQC inspectors. We also utilised our flu clinics to encourage patients to complete the survey, which also involved members of our PPG handing them out to patients.

We have listened to our patient feedback and have introduced an express counter in reception which is open at peak times to deal with items quickly. We have moved the hours of the reception team to ensure more receptionists are on the telephones at peak times.

We also monitor on a weekly basis our Quality Markers and share with the practice team and with our PPG. Quality markers include the number of GP, Nurse and HCA appointments offered per a week, no of appointments where the patient failed to attend, the number of home visits, number of urgent prescriptions and the time to the next GP, nurse and HCA appointments. We also look at the number of duty telephone calls and appointments offered per a week. We look at this information to ensure that we are delivering a high quality service to our patients.

The practice undertakes regular clinical audits, usually undertaken by a clinician the results of which are then shared at one of the monthly clinical meetings. We also undertake medicine management audits. We also have a process of sharing the alerts from the MHRA with the clinical team.

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.

At TRMC we are an open and honest practice. We like to involve our PPG in areas where patient input is needed. This included their input on patient information concerning the impacts of change of computer system. Members of the PPG were included in our presentation to the CQC inspection team. The PPG have also been drafting a new information leaflet to help to recruit new members to the group. Our work with the PPG will continue as part of this pledge.

All members of the practice team are aware of our honesty and open culture and all members of the team are encouraged and are happy to raise issues to the practice manager or via the monthly communication meetings. This will continue as part of this pledge.

Collaborate – take a leading role in supporting local collaborative learning so that improvements are made across all local services that patients use.

At TRMC we are committed to share our learning from events with all members of the TRMC team, we also share issues and learning with the CCG and the local Bridgwater Bay Health Federation. This ensures that the wider health population can benefit from practice learning and to also help to identify gaps in patient pathways. We were the first practice in the Bridgwater area to go live with Electronic Prescribing, we invited other practices who were interested to come and see the system in action and to also share our learning experience, so that they could learn from us.

TRMC have reported many issues on the Health Professional Feedback tool, items have been reported by GPs, nurses, practice manager, admin and reception staff. All members of the team know how to use the Health Professional Feedback Tool.

TRMC is a member of the Bridgwater Bay Health Federation who have recently committed to ensuring a local focus on practice and patient matters and sharing more proactively. For example in September the practice met to establish a federation wide resource and approach for managing violence and aggression from patients. Other areas the federation will be looking at is care homes to ensure that as a federation we can improve the safety, efficiency and consistency of care. TRMC is a vocal practice in the federation as a GP is vice chair, and the practice manager is also on the executive committee for the federation.

As a practice we pledge to continue with this approach.

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.

At TRMC we have a very strong team ethos, which was highlighted in our recent CQC inspection. All staff are given an annual appraisal where their training needs for the coming year are identified. Also discussed at this appraisal are any significant events which individuals have been involved in, to ensure that they feel supported, although this is also done at the time of the event.

The practice has monthly communication meetings where a member from each department attend and feedback to their team. This meeting is to share items from each department and to discuss any issues which are facing the practice. These meetings are helpful for the change in computer system and to also discuss any significant events. The practice promotes a no blame culture.

The practice pledges to continue to support the practice team.