



SIGN UP PACK

Welcome to Sign up to Safety

Listen, Learn, Act

Listening to patients, carers and staff, **learning** from what they say when things go wrong and take **action** to improve patients' safety.

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 strengthen patient safety by

- Describing the actions your organisation will undertake in response to the five Sign up to Safety pledges (see page 3 and 4) and agree to publish this on your organisation's website for staff, patients and the public to see. You may like to share and compare your ideas before you publish – this support will be available to you.
- Committing 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, support 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. You will be supported to identify 2 or more areas from a national menu of high priority issues and 2 or more from your own local priorities.

To officially sign up your organisation to the campaign, please complete the following sign up form and return via email to england.signuptosafety@nhs.net or post to Sign up to Safety, Skipton House, Area 2B, 80 London Road, London SE1 6LH



SIGN UP FORM

Organisation name:

Kent and Medway NHS and Social Care Partnership Trust

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.
- Identify the patient safety improvement areas we will focus on within the safety plans.
- Engage our local community, patients and staff to ensure that the focus of our plan reflects what is important to our community
- Make public our plan and update regularly on our progress against it.

Chief Executive Sponsor:

Angela McNab

24-Sep-2014

Name

Signature

Date

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

Title:	Dr	First name:	Catherine	Last name:	Kinane
Email:	catherine.kinane@kmpt.nhs.uk			Job title:	Executive Medical Director



The five Sign up to Safety pledges

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

- Publish our annual patient safety priorities in the trust annual Quality Account
- Implement safer staffing reports to the board in order to ensure that nurse staffing levels are adequate to meet the “acuity and dependency” of their patient population.
- Produce and publish our patient safety improvement and implementation plan
- Contribute to National Mental Health data on Cardiometabolic Monitoring of our in-patients with a psychosis illness, which will be published on the NHS England web site.
- Promote best practice in reducing restrictive interventions

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

We will

- Share learning from incidents, complaints, investigations and quality improvement/assurance projects from both external and internal sources through the Trust Learning from Experience Group, Patient Safety Group, Video linked Learning events and Annual Quality Conference.
- Join the South East Coast Patient Safety Collaborative.
- Participate in a portfolio National Clinical Audit and Patient Outcomes Programme projects that we are eligible to take part in.
- Develop further checks and measures, including trends and analysis of incidents.
- Publish a monthly Learning, Listening and Improving Bulletin.

Sign up to
.....
SAFETY
LISTEN LEARN ACT

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 goes wrong.

We will

- Embed openness as our Trust value across the organisation with honesty, kindness and compassion
- Continue with the roll out of the face to face Customer Care Training and to implement a Customer Care e-learning package
- Maintain the annual Customer Care Week to ensure that trust visions and values are embedded throughout the organisation.
- Publish lessons from serious incidents
- Promote patient and carer engagement in research and service development

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

We will

- Participate in South East Coast Patient Safety Collaborative
- Continue to participate in South of England Improving Safety in Mental Health Collaboration
- Identify a patient safety champion within each service line to regularly disseminate safety information across their service line
- Promote a Patient Safety Award as part of the trust annual staff awards programme
- Continue sharing information on learning and best practice with GPs, local authorities and other partners in order to embed shared learning

Sign up to
.....
SAFETY
LISTEN LEARN ACT

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

- Encourage the sharing and discussion of improvement experiences associated with patient safety learning and best practice at patient engagement groups and team meetings
- Publish examples of Reflective practice in order to embed its use
- Continue to promote the `Support Line Services` and `The Big White Wall` on line support service to staff, together with the implementation of the Staff engagement and Wellbeing Action Plan 2013/2014.
- Ensure that staff receive supportive supervision and have Performance Development Plans
- `Inspiring Innovation` scheme that awards funding to clinical teams to support and pump prime local patient safety and quality improvement initiatives within clinical areas.



FREQUENTLY ASKED QUESTIONS

1. What is Sign up to Safety?

Sign up to Safety is a campaign that aims to make the NHS the safest healthcare system in the world, building on the recommendations of the Berwick Advisory Group. The ambition is to halve avoidable harm in the NHS over the next three years and save 6,000 lives as a result. By signing up to the campaign organisations commit to listening to patients, carers and staff, learning from what they say when things go wrong and taking action to improve patient's safety helping to ensure patients get harm free care every time, everywhere.

2. What does Sign up to Safety mean?

This campaign and its mission are bigger and much more important than any individual's or organisations' programmes or activities. We want to establish and deliver a single vision 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 organisations currently own and aligning them with this single common purpose.

3. What is different about Sign up to Safety from previous campaigns?

What is unique and fundamentally different is that this campaign is for everyone. It transcends organisational boundaries and will align the whole system to achieving our shared ambition. There will be no targets or 'performance management' from the centre – the energy, ideas and expertise will be found deep inside the NHS and within your organisation. The Chief Executives of NHS England, the Care Quality Commission (CQC), the NHS Trust Development Authority, Monitor, NHS Improving Quality (NHS IQ) and the NHS Litigation Authority (NHS LA) have all signed up to align their work with this campaign.

The idea is to harness the talent and enthusiasm within organisations and connect this to others in our National Health Service.

4. Who can sign up to the campaign?

Sign up to Safety is for everyone, everywhere. Whether you work in primary, secondary, or tertiary care; whether you work in acute, mental health, learning disabilities, ambulance, or community care settings;

whether you work in a national body or a general practice, Sign up to Safety applies to you.

5. How is the campaign being organised and supported?

A National Co-ordinating and Support Group has been established, chaired by **Sir David Dalton** who is supported by **Dr Suzette Woodward** as Campaign Director.

The following national organisations have committed to system wide support of Sign up to Safety:

- NHS England will provide expert clinical patient safety input to the development of improvement plans and framework for plan assessment. They will also play a key leadership role in the campaign and will ensure all their programmes of work described above are actively working to support the campaign.
- Monitor and the NHS Trust Development Authority will offer leadership and advice to trusts and foundation trusts who participate in Sign up to Safety and who will develop and own locally their improvement plans. They will also sign post to partner organisations for specific expertise where required.
- NHS Litigation Authority which indemnifies NHS organisations against the cost of claims, will review trusts' plans and if the plans are robust and will reduce claims, they will receive a financial incentive to support implementation of the plan. Any savings made in this way will be redirected into frontline care. This is just one way that we can tackle some of the financial costs of poor care. Any savings made in this way will be redirected into frontline care.
- The Care Quality Commission will support trusts signed up by reviewing their improvement plans for safety as part of its inspection programme. CQC will not offer a judgment on the plans themselves but consider them as a key source of evidence for Trusts to demonstrate how they are meeting the expectations of the five domains of safety and quality.
- The Department of Health will provide Government-level support to the campaign and work with the Sign up to Safety partners to ensure that the policy framework does all it can to support the campaign and the development of a culture of safer care.

6. What support is available to organisations who sign up to the campaign?

The National partners will work together with improvement experts to establish what a good improvement plan looks like and to support organisations to learn from each other in drawing up and delivering theirs. It is crucial that the leadership of the campaign is exercised locally but equally that this work is completely aligned with and mutually supportive of the work that is already underway or planned in relation to patient safety improvement.

In this first phase, an 'Alliance of Improvement Experts' will be asked to come together and offer provider organisations who sign up the opportunity to have improvement support and advice. The Improvement Alliance will also combine their sign up coaching with supporting the local patient safety collaborative to help enhance and align the activities of both. The level of advice and support will depend on what local organisations ask for, but the Improvement Alliance will act to bolster the development of these linked initiatives where they can, transferring skills to collaboratives and provider organisations, as well as supporting the development of the Patient Safety Fellows Programme.

Over time we expect that the Campaign will be self-supporting as capacity is created locally to harness enthusiasm and develop capability, not least through the developing patient safety collaboratives.

At the outset of the campaign a National Co-ordinating and Support Group will be established chaired by Sir David Dalton, with NHS England leadership provided by Dr Mike Durkin. The CQC, Monitor, the NHS LA and TDA will be part of the Group alongside representation from professional bodies, patient groups and improvement experts. The Group will encourage organisations to commit to the campaign and will listen to what they need for support. The Group will also work to ensure the alignment with and support the establishment of related system activities including the patient safety collaborative programme, the Patient Safety Fellows Programme and the core development and support activity of the Trust development Authority and Monitor already in place. It is crucial that this campaign is seen as bringing the activity of the whole system together with a common and urgent single purpose.

7. How should organisations get patients, families and carers involved in Sign up to Safety

We strongly encourage organisations that sign up to be actively engaging with patients in a meaningful and productive way. Patients, their families and carers have a vital role in patient safety and their perception of safety and opinions on where improvement can be made should form part of the development of the improvement plans. Their opinions are one of the most powerful influencers of other people and their choices and their voice a powerful force for change if listened to and learned from. This could be through a patient suggestion scheme, inviting patient representatives to be part of committees or forums to develop the plans, holding consultation events etc. More suggestions on including patients in the campaign are available on the website and case studies will be added as more and more organisations sign up to the campaign.

8. How does Sign up to Safety align with other patient safety programmes and initiatives?

The following linked initiatives to improve patient safety will be aligned with the campaign so that the whole system supports involvement.

Patient Safety collaboratives – These are regionally based safety improvement networks led by Academic Health Science Networks that will work across whole local systems and all health care sectors, to deliver locally designed safety improvement programmes drawing on recognised evidence based methods. They will begin their work later in the year. Organisations that sign up to safety can commit to join their local collaborative as part of their plan (although they are open to all organisations).

Patient safety Fellows – work is underway to create a group of 5,000 respected, enthusiastic and effective safety improvers who will become the backbone of patient safety improvement over the coming decade, making an active contribution to improving safety. The group will launch later this year and organisations who participate in Sign up to Safety are involved in the collaboratives will benefit from the expertise of the fellows and can also support their own staff to become fellows.

New National Reporting and Learning System (NRLS) – work is underway to review and re-commission the NRLS. We already have the world's most comprehensive incident reporting system and this will be developed further to make incident reporting as easy, effective and rewarding as possible, so that learning and improvement continue to grow across the system.

SAFE team – A new Safety Action for England team will be developed to provide short-term support to individual trusts in the area of patient safety. SAFE will provide trusts with a clinical and managerial resource to help to develop organisational and staff capabilities to help improve the delivery of safe treatment and care. SAFE will be piloted later this year and could help support signed up organisations, and others, who

require additional help.

Safety website – A new set of hospital patient safety data is now available on NHS Choices enabling trusts to be compared against each indicator. Putting key safety information into the public domain supporting transparency and helping patients to make informed choices about their care and exercise their right to challenge their local healthcare providers on safety issues. Organisations that have signed up to safety can use this public data to inform their plans and conversations with their local communities.