



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

- Record action taken in response to Department of Health or MHRA alerts.
- Regularly review all risk assessments.
- Ensure staff and patients (particularly our Patient Participation Group) are made and kept aware of the continued focus on safety.
- Undertake a review of the medical letter/test result review process, focusing on best possible use of resources in ensuring patient safety.
- Follow guidelines in standardising the early identification of acute kidney injury.
- Staff to undertake appropriate training and have adequate performance appraisals.

2. Continually learning. 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

- Use significant events as both learning opportunities and to identify training needs.
- Fully investigate all areas of concerns, ensuring all relevant individuals and organisations are included in the investigation.
- Discuss patient feedback and potential areas of patient safety systems improvement with our Patient Participation Group.
- Ensure all staff are aware of whistleblowing procedures both within and outside our organisation.



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

- Report and address significant events, maintaining comprehensive records for areas of concern.
- Ensure that we share all significant event information at our weekly clinical practice meeting.
- Deal with complaints appropriately and ensure they are responded to promptly in line with the Practice complaints policy.
- Ensure that we share all complaints at our weekly clinical practice meeting and keep all relevant parties informed.
- Continue to support patients and staff members involved in such incidents.

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

- Collaborate across all Practice staff groups to share learning and ways of improving.
- Utilise Multi-Disciplinary Team meetings to better meet patient need and share relevant learning.
- Collaborate with other practices in our locality to share learning and ways of improving (focusing on the 10 high-impact areas of potential improvement).
- Continue to access and utilise additional funding for locality-based training (in addition to practice-led training).

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 a culture of openness, with an approachable Management Team.
- Ensure the management team provide suitable resources to investigate issues and develop any subsequently recommended actions.
- Provide staff and patients with suitable feedback on incidents and issues.
- Also share information appropriately about our accomplishments.