

Family and Patient Engagement in Patient Safety Incidents

The Patient Safety Incident Response Framework (PSIRF) sets out the NHS's approach to developing and maintaining effective systems and processes for responding to patient safety incidents for the purpose of learning and improving patient safety.

Under the PSIRF there will be greater engagement with those affected by an incident, including patients, families and staff. Ensuring they are treated with compassion and able to be part of any investigation. Read about the framework from NHS England at www.england.nhs.uk/patient-safety

To support this Health Innovation NENC, in partnership with Transparent Training Consultancy, delivered 'Go with the FLO', a regional learning event for Family Liaison Officers (FLO) and Family Engagement Leads.

NIHR Yorkshire and Humber Patient Safety Collaborative presented 'Involving people in ways that meet their needs - evidence from 'Learn Together' research and a FLO evaluation'. They shared their work in developing guidance to support better involvement of patients and families in serious incident investigations. Access the resources at learn-together.org.uk – Serious Incident Investigation resources

Implementing Marthas Rule and an overview of Dementia, Learning Disabilities and Autism was presented by County Durham and Darlington NHS Foundation Trust

Learning from lived experience: We heard powerful personal stories from families involved in serious incident investigations. Making Families Count gave a keynote speech and an insight into how Positive Family Engagement leads to Safer Care.

A patient family member and Patient Safety Partner from South Tees NHS Foundation Trust shared "A valuable insight into a patient's journey through a serious incident investigation following a loved one's death. Sharing her experience of how it can be, both with and without good family liaison."

Harmed Patient's Alliance discussed: What is a Restorative Response to Patient Harm? And how it can make a difference to patient safety and the lives of patients and families.



Feedback

"Honest and real speakers Well put together Take aways to use in practice."

"The whole thing was amazing from start to finish."

"To see all of the staff from across the region come together to value and improve their FLO work. To hear the lived experience of Clare and appreciate her compassion and the difference good engagement made for her. To hear about restorative practice; which is the next level of good engagement."

"The deeply personal lived experience of the speakers, the ability to network and learn of opportunities for collaboration, interaction with other practitioners across the healthcare system in North East."

Next steps....

Family Liaison Officer and Engagement Lead Community of Practice starts in January 2025. An opportunity to connect, exchange ideas, collaborate and problem solve. All organisations invited to join.



For further information or support contact Maxine Farrell Patient Safety Programme Manager maxine.farrell@healthinnovationnenc.org.uk Visit our website healthinnovationnenc.org.uk