



## 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***

- We will ensure our staff will recognise and be responsive to the needs of acutely unwell patients and ensure we deliver safe and effective care.
- We will standardise the care for patients with serious infection.
- We will through our patient safety programme (PSP) reduce avoidable harm in the following areas:
  - Harm from falls
  - Harm from catheter associated urinary tract infections
  - Harm from pressure sores
  - Harm from failing to recognise patient's condition deteriorating
  - Harm from the use of medicines

In addition our PSP will focus on ensuring our quality improvement work is well led.

**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***

- We will ensure the Executive Team are visible, will listen, be responsive and take appropriate action to ensure services are safe, caring and well led.
- Each year we will measure the culture of safety within our organisation and respond to the findings.
- We will ensure our staff understand the value of measuring how safe, effective and responsive our services are.
- We will ensure that if something goes wrong we will investigate what happened and will learn for the future within our organisation and beyond.



**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***

- We will ensure that if something goes wrong we will be honest with our patients about what happened.
- Ensure our staff are qualified and trained to respond to patients needs and respect patient's choices.
- Staff will provide quality customers service to all.
- Further maintain and develop our culture of honesty and transparency so staff feel able to raise any concerns around safety.
- Improve skills of senior nurses and clinicians in communicating with patients and families when things go wrong.
- 'Being Open Policy'- inform patients when a serious incident has occurred and offer to discuss findings of RCA with them.
- Ensure face to face patient stories are discussed at every Board meeting.
- Business Managers will contact complainants by telephone within 3 days of reviewing a response to their complaint to check level of satisfaction.

**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***

- Improve communication between hospital and community services as patient transition between different settings.
- Collaborate with patients in the local area around patient safety.
- Continue to collaborate with our partners in the voluntary sector to improve patient safety.
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**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***

- Host & lead an annual Patient Safety Event
- Ensure staff identify and implement changes to improve patient safety and reduce avoidable harm.
- Recognise excellent achievements of our staff in reducing avoidable harm annually.
- Be solution focussed and continue to support a “no blame” culture if things go wrong.
- Encourage staff to be innovative and embrace change.
- Re-invest to support safety and reduce harm to all.
- Provide practical training and support to enable staff to learn lessons to improve safer practice.