



Introduction

Incidents and near misses occur more often than we like to admit in healthcare. Errors are often complex and multifactorial with both human and system/process components. By creating an open culture and sharing experiences we can all learn from each other and improve our systems and processes. An important part of this is promoting a practice culture of psychological safety where people don't feel judged and are able to speak about incidents and near misses.

As part of the NHS Sign up to Safety initiative, the practice pledges to:

1. **Put Safety First:** Making a commitment to put the safety of patients a high priority
2. **Continually learn:** Review incident reporting to ensure learning points, lessons as well as feedback from patients and staff, help to make the practice more resilient to risks.
3. **Be Honest:** Ensure we are open and transparent about our progress tackling patient safety issues. If something goes wrong, support our staff to be candid with patients and their families.
4. **Collaborate:** Actively collaborating with others locally, sharing ideas and innovations with a view to improving services across the locality, county and nationally.
5. **Be supportive:** Rewarding and recognising staff efforts, celebrating progress towards safer care, helping the team to understand why things go wrong and how to put them right. Giving the team time, resources and support.

The way we propose to achieve these pledges is to:

- Build a resilient team – without one, we will struggle to improve safety standards because we will be challenging each other.
- Open up the possibility for thinking imaginatively about potential issues before they happen.
- Taking positive steps towards improving the way we communicate will set us on a path to a stronger safety culture.

Improving the safety of care we give can be achieved by working together and this plan will clearly demonstrate our commitment to improving patient safety.

How Phoenix Surgery is working towards achieving the five Sign up to Safety Pledges





Putting Safety First

We will support our team by:

- Continuing to implement and build upon effective warning symptoms to ensure detection and prevention where possible of patient safety failures.
Pledge in action: eGFR results handling and Discharge summaries reviewed by Clinical Pharmacist.
- Maintaining a strong mechanism through which Safety Alerts are handled and disseminated.
Pledge in action: Recent Patient Safety Alerts and Potentially Violent Patient notifications.
- Working across job roles within the practice to identify where harm can be reduced.
Pledge in action: GPs collaborating with the Admin Team to identify patients that are pre-diabetic.

eGFR results handling: We have recently commenced a new process to ensure patients with an abnormal eGFR result are encouraged to attend for further testing in line with NICE guidance. If after subsequent tests, the eGFR is still abnormal, the patient will be contacted advising them of a CKD diagnosis. The addition of appropriate Read Codes will then enter the patient into the CDM recall system.

Discharge Summaries reviewed by Clinical Pharmacist: A recently appointed Clinical Pharmacist has taken responsibility for amending and reviewing medications post discharge.

Patient Safety Alerts: All alerts received are logged, filed and managed to ensure that they effectively actioned.

Potentially Violent Patients (PVPs): All PVP reports are stored on the Intranet and notified to all members of the Reception Team. In the event of a PVP wishing to register, a member of the Management team is always available to offer assistance when registration is declined if necessary.

Pre-diabetic patients: In line with Primary Care Offer requirements, we have retrospectively and prospectively identified patients with pre-diabetes. In conjunction with our Diabetes Nurse, we have a robust system now in place to communicate efficiently with patients when an indicative HbA1c result is received and for onward care and referral where necessary.



Continually Learn

We will take every opportunity to listen and learn by:

- Acting on feedback received from staff, patients plus other agencies and responding accordingly.
Pledge in action: Monitoring patient survey feedback, Quality Improvement Activity process and Central Alerting System
- Engaging and involving the team in continuous personal development.
Pledge in action: Mandatory Bluestream training for all staff, additional online training encouraged for all staff, learning frailty podcasts shared with all staff and regular practice PLT sessions.
- Continually measuring and monitoring the quality of our work.
Pledge in action: Clinical Audits, QOF and ES achievements.

Quality Improvement Activity (QIA): These can be both positive and negative with learning points which are shared across the team. Anyone raising an QIA is encouraged to take ownership of it. All QIAs are discussed at an MDT meeting and an action plan created. They can be invaluable in assisting us with the review and revision of current processes/systems/policies.

Central Alerting System: All alerts are a resource for GPs and staff to learn from.

Bluestream Mandatory, Additional and Safeguarding Training: A suite of interactive training modules is available for all staff and contain some compulsory elements as well as some which will enhance job performance. Larger compulsory modules such as safeguarding will be completed as a group session where discussions and a Q&A session can build on knowledge and understanding.

PLT Sessions allow the practice as a whole to come together for shared learning time. Sessions have included subjects such as Safeguarding, Frailty and Team Building. We will continue to provide an informative and varied schedule throughout the year.

Clinical Audits, QOF and Enhanced Services are methods of quality checking the care and services we provide to patients. Annual data quality checks take place to ensure patients are on the correct CDM registers and/or receiving the appropriate treatment. Consistently high achievements of QOF and ES are indicative of our attention to the quality of patient care.



Be Honest

We will create an honest and open culture by:

- Encouraging staff to be honest when things go wrong and supporting them in sharing key points with colleagues.
Pledge in action: Partner and Management 'Open Door' policy, introducing team 'Huddles' and a Just Culture.
- Supporting ongoing developments of open communication channels for patients and other members of the public to raise concerns.
Pledge in action: Patient feedback routes include the Friends and Family Test and Patient Survey, which is led by a very active Patient Participation Group.

Partner and Management 'Open Door' policy has always been common knowledge amongst the team – there is always someone there to listen to any concerns or to talk to if something has gone or is at risk of going wrong.

Introducing 'huddles' and a Just Culture: As part of the open door policy above, the surgery has a basic just culture already in place. As part of this pledge, we will share a greater knowledge of its definition within the team through group discussions and use of visual aids. As with the just culture information, as part of this pledge we will share the benefits of huddles across the team and promote and encourage its uses going forward.

Open communication: Our Friends and Family Test feedback is monitored on a monthly basis and any ideas, issues and concerns discussed within the practice. The next PPG led Patient Survey is scheduled for February, 2018.



Collaborate

We will work with colleagues and the public to support collaborative working and learning by:

- Building upon foundations laid by our recent merger with the Phoenix Surgery and implementing their three important principles.
Pledge in action: Following the Phoenix Group principles (i) Continuity of Care, (ii) Promotion of Self Care and (iii) Good Timely Access.
- Strengthening our collaborative relationships with colleagues from new initiatives.
Pledge in action: Collaborating with the Frailty Team, Social Prescriber and the South Cotswold Locality.
- Working alongside colleagues in MDT discussions to ensure our vulnerable patients' needs are cared for.
Pledge in action: Monthly MDT Safeguarding and Frailty Meetings.
- Ensuring the patient voice is heard loud and clear.
Pledge in action: Maintain and enhance our relationship with the Patient Participation Group and give patients the opportunity for their views to be heard.

Following the Phoenix Group principles: (i) Continuity of Care – all future appointments, telephone calls and general queries are handled by the same Doctors at all times. (ii) Promotion of self-care – patients learning to look after themselves, understanding their condition and problem better and knowing what to do if things start to go wrong. Patient and GP working together in partnership. (iii) Good timely access to the right professional at the right time – we work very closely with our Reception and Admin team to build their knowledge and confidence to handle requests appropriately.

Strengthening relationships: We already have strong relationships with our frailty team, social prescriber and other health professions and will continue to do this for the benefit of our patients. Weekly Practice Meetings give the partners the opportunity for peer discussions, working together and shared learning. Monthly PHCT meetings are equally well attended with District Nursing Team input.

Our Patient Participation Group (PPG): Is well established and is passionate about conveying the patients' voice. Strong links between the Surgery and the PPG means that any concerns from patients about issues such as safety are brought to the Surgeries attention for proactive action. The practice is working with the PPG to widen the group membership age profile by attending the Royal Agricultural registration event together. The Practice is also working with the PPG to provide a number of patient awareness events, i.e. handwashing, diabetes, etc.



Be Supportive

We support everyone to improve and celebrate progress by:

- Establishing within the practice a positive, open and fair culture that starts with a proper induction, ongoing training, constant motivation and adequate support.
Pledge in action: Standard documented induction process, well monitored training plans. Introducing #justaskme to the team, use of annual appraisals.
- Recognition of efforts and celebrations of progress from Partners and Management across the surgery team.
Pledge in action: Inter-practice events celebrating successes and gratitude. Open and transparent management style.

Standard Documented Induction Process : Standard documentation completed, protected time set aside. Mentors are established and training programmes in place for new staff.

Training Plans : Training plans are in place for all staff and are monitored to ensure everyone knows what training is available and when mandatory training should be completed by. Protected time is made available for training. Both clinical and non-clinical staff are made aware of training opportunities to support them and enhance their job role.

Annual Team Appraisals provide an opportunity for a honest one to one discussion between a Team Manager and member of staff. These are confidential yet open meetings for any concerns or praises to be shared.

Introducing #justaskme: In order to open our communication channels further, the practice pledges to adopt the #justaskme ethos. A simple question could reveal that someone is overloaded and stressed to an open, honest challenge which could lead to a process being reconsidered. Asking questions can trigger conversations that could help make patients safer. The aim is to encourage more open conversations, to open up the space for vital conversations to happen – these could lead to happier staff and ultimately safer patients.

Events celebrating successes and saying 'Thank you' to the team: The Partners generously fund the annual Christmas Party and a mid-year Team Building event as a way of expressing their gratitude for everyone's efforts over the year. Other adhoc events take place throughout the year to create a team building and supportive culture, i.e. Bake Off, guess the baby photo, etc.