

Appendix A

Sign up to Safety aims to deliver harm free care for every patient, every time, everywhere. It champions openness and honesty and supports everyone to improve safety for patients.

Glastonbury Surgery through the Commissioning for Quality and Innovation (CQUIN) framework wishes to engage with the Somerset CCG Sign up to Safety programme and its ethos. The following action plan has been drawn up to support the CCG objectives of:

- 1) Increasing incident reporting and learning from incident in primary care both clinical, including medication incidents and non-clinical; and
- 2) Support learning from service user feedback including Friends and Family Test

The Five Sign Up to Safety Pledges

1. **Put safety first.** Commit to reduce avoidable harm in the NHS by half and make public the goals and plans developed locally.

Practice's response:

We pledge to increase the practice focus on improving patient outcomes and reduction in patient harm.

We will share our pledges with our local Federation colleagues, our staff, our patient groups and our patients. We will work with our practice team and colleagues to promote the safety agenda and ensure that it is intrinsic to our daily operational processes and that everyone is committed to quality improvement within the surgery. We will undertake a review of the practices current reporting processes to establish clear procedures for reporting, recording and following up safety incidents to promote increased incident reporting and shared learning from such events.

We will encourage service user feedback via the Family & Friends tool and will review, act and respond to in a timely manner to comments received.

Progress made:

We have reviewed our Significant Event Audit protocols and conduct both monthly and annual review meetings.
We have made available both in the surgery and on the website Family and Friends test feedback cards/notification mechanisms and review any comments received on an ongoing and formal quarterly basis with the surgery Patient Participation Group. These meetings are minuted and any actions arising recorded. Minutes are available on the surgery website.

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

Practice's response:

Sign up to Safety is a standard Agenda item for our monthly practice Primary Health Care Team Meetings and any practice Significant Events, near misses or complaints can be discussed without delay. We will report incidents in line with our agreed practice procedure. We conduct an annual review of complaints and SEAs to ensure that any identified learning or safety issues have been addressed. We will share our knowledge with Somerset CCG and if appropriate NHS England National Reporting and Learning System.

We will raise awareness and promote the increased use of the Datix system to feedback any service issues to Somerset CCG.

WMF practices will work together to develop and implement a datix protocol and audit our practice uptake and share with WMF practices.

Progress made:

Actioned – In the 7 month period up to 4/3/16 the practice have submitted 25 datix reports to the CCG the majority regarding information receipt problems with the Out of Hours service – these problems are being addressed and are now less frequent.

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.

Practice's response:

The practice will uphold a "no blame" policy and encourage all staff to report issues, which can be discussed openly and learning points shared. If a mistake is made we will explain what went wrong and what actions we have taken – staffs are encouraged to apologise when mistakes have been made. The practice endeavours to investigate incidents openly and report accurately, honestly and in a timely way.

Progress made:

Actioned – the practice received 3 formal written complaint in the 2015/16 period.

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.

Practice's response:

We will work together with the practices in West Mendip Federation (Glastonbury, Health Centre, Vine Surgery, Wells Health Centre and Wells City Practice) to agree our shared sign up to the 5 safety pledges and produce a shared statement of intent and a shared Safety Improvement plan framework. We will explore the offer from Somerset CCG to deliver Federation wide training support from their Quality team to ensure consistent learning and standards between practices with regards to Safety. All 6 practices share an e-learning package to help standardise training.

Progress made:

We worked collaboratively with the West Mendip Practices in developing our plan. The surgery have signed up to Bluestream Academy, for a second year, to provide standardized e-learning mandatory training modules to supplement practice delivered training.

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.

Practice's response:

The practice promotes a “no blame” culture throughout the organisation and encourages open discussion with staff and patients. There are clear processes for reporting incidents and we will ensure that all staff and patients know how to raise safety concerns. Staff and patients are encouraged to submit ideas on how services can be improved.

Progress made:
 Actioned.

Safety Improvement Plan

Action plan to support delivery of the 5 practice pledges

Objective	To be achieved by (measures)	Who is responsible	To be completed by:
Sign up to Safety Campaign	Completion of submission form with action plan (Appendix A)	Andrea Ball	20.08.2014 ACTIONED
	Obtain partnership approval and submit to CCG	Andrea Ball	31.08.2015 ACTONED

Establish practice leads	Agree lead GP and establish Safety team to include staff responsible for : Health & Safety Fire Safety Infection control	Andrea Ball AB/Justine Harris AB/Justine Harris Jane Lane	31.08.2015 ACTIONED
Publicise involvement in Sign up to Safety campaign	Set up section on website and publicise 5 pledges. Display info on campaign on TV screens in waiting room Inform PPG	Jennifer Booth Jennifer Booth Andrea Ball	31.08.2015 30.09.2015 03.09.2015 ALL ACTIONED
Brief practice team	Staff Meeting Partners Meeting Primary health Care Team meeting	Andrea Ball Andrea Ball Andrea Ball	20.08.2015 10.09.2015 02.09.2015 ALL ACTIONED
Review Significant Event Audit protocols	Undertake a review of the practices current reporting processes to include: How decisions are taken about which incidents are reported/reviewed. Agree/update format for recording SEAs	Andrea Ball/ Lead GP	01.10.2015 ACTIONED ACTIONED ACTIONED

	<p>How learning is shared within the practice.</p> <p>Agree parameters for which SEAs should be reported externally and to whom and by what means.</p>		<p>ACTIONED</p> <p>O/S</p>
Annual Risk Assessment review	Maintain and review annual risk assessment process for Health & Safety and Infection control	Safety Team	<p>31.12.2015</p> <p>ACTIONED</p>
Safety Alerts & Drug Safety Update	Circulate to all clinicians upon receipt in practice	Justine Harris	<p>Ongoing</p> <p>ACTIONED</p>
Datix – reporting incidents	Remind all clinical and non-clinical staff to promote use and encourage learning from use of the Somerset CCG Datix system to raise any patient safety issues. (installed on all practice desktops)	Andrea Ball/ All practice team members	<p>10.09.2015</p> <p>ACTIONED</p>
	Produce a policy on use and audit of use of Datix	Collaborative work with WMF PMs to produce common policy	<p>30.09.2015</p> <p>O/S</p>
Training	Take up offer from Somerset CCG Quality team members to deliver Federation wide support and training for all clinical	West Mendip Federation PMs	<p>01.10.2015</p> <p>O/S</p>

	staff in practice for the Sign up to Safety campaign.		
FFT – review patient feedback	Collate and review feedback from FFT cards with PPG and share learning with whole practice team	Andrea Ball/Justin e Harris	Quarterly to coincide with PPG meetings ACTIONED
Collaboration with WMF colleagues	Regular agenda item at Federation meetings to share learning and best practice	Sharon Morgan	Scheduled Federation Meetings.
Publish on practice website Sign up to Safety Pledges and progress report and forward electronic link to enhancedservices@somersetccg.nhs.uk		Andrea Ball	31.12.2015 ACTIONED