After the publication of the Mid-Staffordshire NHS Foundation Trust public inquiry, the Berwick Report into patient safety in the NHS, and the Hard Truths report, a range of initiatives are being put in place to support patient safety improvements in the NHS. Croydon Health Services has signed up to the national patient safety campaign ‘Sign up to Safety’.

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

- **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.

- **Honesty.** Be transparent with people about their progress to tackle patient safety issues and support staff to be candid with patients and their families if something goes wrong.

- **Collaborate.** Take a leading role in supporting local collaborative learning, so that improvements are made across all of the local services that patients use.

- **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.

Get involved – contact pals@croydonhealth.nhs.uk on 020 8401 3210
SIGN UP TO SAFETY
CROYDON HEALTH SERVICES

PLEDGE 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:
- To promote safe and secure discharge and to look after people in their own homes, or close to where they live rather than attending hospital.
- Launch a sepsis campaign to ensure our staff improve in the management of emergency care in sepsis
- Develop a programme to review acute kidney injury
- By using the global trigger tool we will review all patient death and report our findings
- Continue to work to reduce the number of patient’s who acquire pressure ulcers and falls

PLEDGE 2 - Continually learn Make our organisation or resilient to risks, by acting on the feedback from patients and by constantly measuring and monitoring how safe our services are: We Will:
- To actively listen to our patients to see how we can improve and provide ways of user friendly feedback
- To respond promptly to concerns raised and feedback our actions taken
- Continue with our executive safety walk arounds and ask patient for their views using friends and family test
- To share patient stories with Trust Board and at other key meetings
- To understand how we can learn from serious incidents, inquests, claims and complaints
- To monitor our incident data and use for improving and developing services

PLEDGE 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 wrong We Will:
- Continue to be open and honest with patients and their families when things go wrong and ensure a copy of the investigation report is offered to them
- Seek to strengthen the membership of the Serious Incident Review Group to ensure that all serious incidents are reviewed by an established multi professional committee
- To look to see how we can involve patients in governance activities

PLEDGE 4 - Collaborate – Take a leading role in supporting local collaborative learning so that improvements are made across all of the services that patients use We Will:
- Seek to engage every opportunity to share good practice with our partners
- Improve communication between the hospital and primary care as patients move between different settings

PLEDGE 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:
- Create a non blame culture to encourage staff and patients to be able to raise concerns so that we can put things right quickly
- Continue and build upon the Listening into Action (LiA) projects and celebrate success
- Provide support and feedback to staff following incidents to look at how we can do things differently
- Hold Annual Croydon stars awards for staff and volunteers to celebrate success
- Hold an annual quality event to share good practice