

PSIRF – implementing a new way of working

Lauren Mosley, Head of Patient Safety Incident Response Policy

Prescription to principles

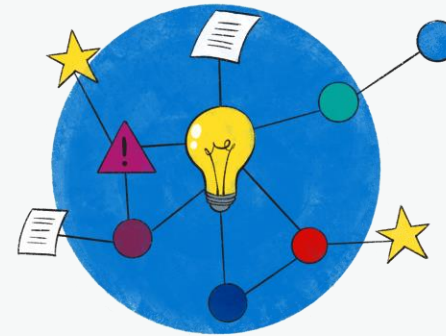
PSIRF standards



Compassionate



Proportionate



Systems-based

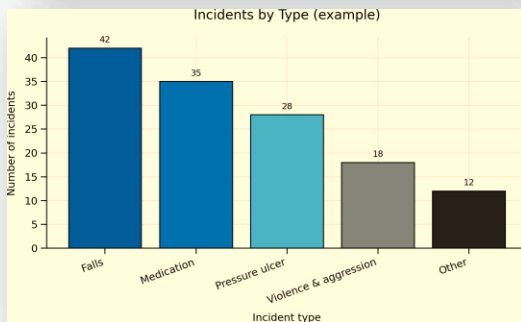
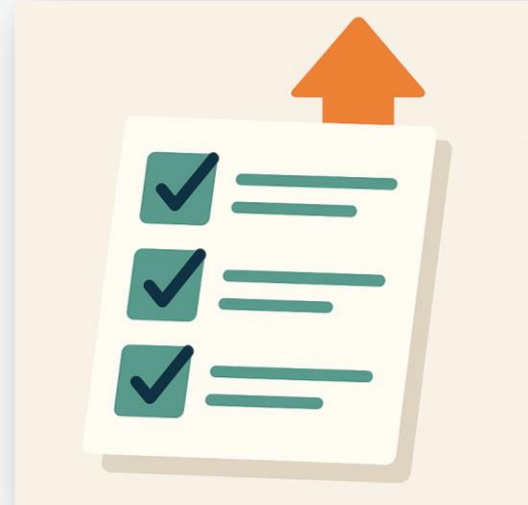
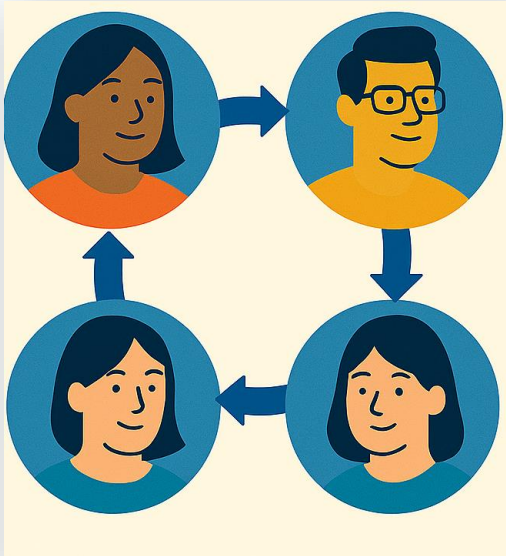


Supported

PSIR plan

PSIR policy

PSIR plan



- A good priority is rooted in what matters most, rather than external pressures or 'should'
- Ability to align with your long-term goals, shifting focus from merely being "busy" to being intentional and impactful.
- Specific enough to enable focus and demonstrable improvement.
- It acts as a clear guide for where to invest limited time, energy, and resources (when do you need to say 'no' or find a different path?)
- Dynamic not static

Patient safety incident type or issue	Planned response	Anticipated improvement route
Care for Mental health patients & Vulnerable people	PSII	Create local safety actions and feed these into the quality improvement strategy...
Missed or delayed diagnosis	PSII	Inform ongoing improvement efforts.
Inappropriate discharge or inappropriate transfer of care	PSII	Inform ongoing improvement efforts.
Management of deteriorating patients	PSII	
Medication errors (errors occurring during the prescription, preparation or administration of medicines with or without the presence of patient harm)	PSII	
Foetal monitoring	PSII	Inform ongoing improvement efforts

Patient safety incident type or issue	Planned response	Anticipated improvement route
Discharge medication errors	Nil Focus of dedicated quality improvement programme	Improvement programme monitored via Medication Safety Committee and assurance sent to Medication Safety Improvement Board
Missed and delayed doses	Nil Monitored via monthly dashboards Focus of dedicated quality improvement programme	Improvement programme monitored via Medication Safety Committee and assurance sent to Medication Safety Improvement Board
Any issues with pre-pack dispensing on wards or pharmacy	Nil Focus of dedicated quality improvement programme	Improvement programme monitored via Medication Safety Committee and assurance sent to Medication Safety Improvement Board
Security and	Nil	Divisional action plans to be

2	Post-operative complications	Cases where a patient has experienced an unexpected post-operative complication of surgery requiring significant further treatment.	A complication that results in a prolonged inpatient stay or further surgery.
3	Injury sustained during surgery	Cases where a significant unexpected injury has occurred during surgery.	A skin burn or laceration requiring non conservative further management or surgery.

Recent changes



Figure 2: Organisational responsibilities for an effective governance structure

