

Patient Safety



Sussex Community
NHS Foundation Trust

February 2023

Welcome to the Patient Safety Newsletter...

This month's shout out goes to Andrew Monkton (Operational Lead MSK Physio - CSIMS) working in Physiotherapy Department at Bognor War Memorial Hospital. Andrew already has the FFT set up in the service which is texted out to patients. But the service is also looking for a way for patients to give unrequested feedback should they want to. They have set up a drop box in reception for paper feedback and a book of good stuff, and they have now put up a poster above so patients could also feedback electronically. The poster has a QR code which links to a smart survey.

It great to hear about the work being done to ensure patients can provide feedback about their care, and that there are different ways for this! Well done!

Best Wishes,

Debbie, Charlotte, Hannah and Mary Jo

Patient Safety Partners

In the National Patient Safety Strategy there is a [Framework for involving patients in patient safety](#). This includes the requirement for all NHS Trusts in England to have two Patient Safety Partners (PSPs) in place to ensure their involvement and voice in patient safety.

The PSP role is intended to support effective safety governance at all levels in the organisation supporting a patient-centred approach to safety healthcare. PSPs perform a different role from that of a governor or a traditional NHS volunteer, although individuals in those roles can also apply to be a PSP. The intention is that PSPs should be trained and developed to a national standard. The framework recognises that working in partnership with PSPs presents a new way of working and that staff will need training and support to involve patients effectively in both their own safety and in the safety and governance of the organisation.

PSPs will be supported by the Patient Safety Team and will attend key meetings and committees, as well as being involved with key projects delivered by the Patient Safety Team, or the wider Trust.

Classification: Official



Framework for involving
patients in patient safety

June 2021

Patient Safety News Flash!

The new Trust Patient and Public Voice Policy has been written and once approved will be available to all staff! The Patient Safety Team will then start the recruitment of Patient Safety Partners, who will be able to help us ensure that we have patient representation for patient safety. Further information for staff is also being put together and will be shared once ready. We will keep you all updated with this, and if you have any questions, please do let the team know on: sc-tr.patientsafetyteam@nhs.net

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Safe Wheelchair risk assessments

In a recent incident the headrest on the client's chair was originally set up to manage their posture (i.e. a strong pull to the side). This managed this risk well, however did it not manage the risk of entrapment. Following the incident the headrest was readjusted to reduce the risk of entrapment. For this client there had originally been a higher emphasis placed on postural support than the entrapment risk. This has been discussed in the service, who are putting together a risk assessment to help Wheelchair Service clinicians better evaluate and mitigate these risks when setting up and prescribing seating.

Referral to prolonged jaundice clinic

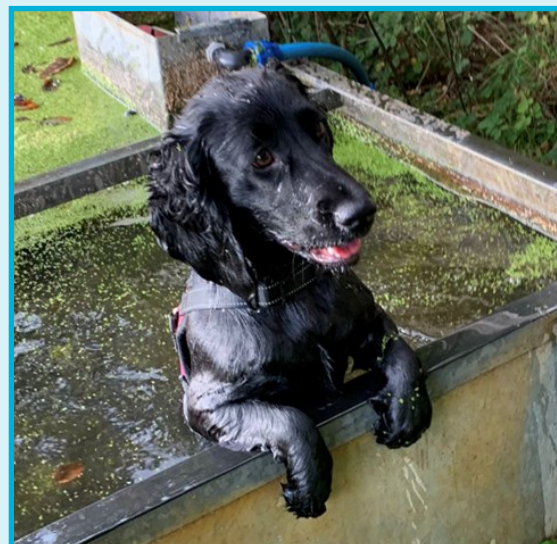
It has been identified through some recent patient safety incidents that there can be a delay in a baby being referred to the prolonged jaundice clinic. If the baby remains under the care of the midwife it is their responsibility to refer the baby. However this can sometimes be missed, and therefore if there is any concern around whether or a not a baby has been referred to the clinic, then Health Visitors are encouraged to also refer the baby to the prolonged jaundice clinic as a safety net.

Mascot of the month - Bella's Broadcast

Hello, I am Bella and my human is an Operational Team Lead for one of the community nursing teams in Coastal West Sussex. As you can see from my photo I like to get fully immersed in the countryside when I go out on my walks, much to my human's frustration! I guess this comes from my curious nature, my love of exploring and my slightly cheeky personality!

I just think that if you are going to get involved in something, you may as well be fully absorbed in it! And from overhearing conversations my human has about investigating a patient safety incident after it has been reported on Datix, it sounds like she agrees! When she completes an investigation she wants to make sure that she explores all angles, she listens to staff involved as well as the patient. In other words she wants to be fully immersed in the situation in order to understand exactly what has happened so she can then help to support improvements in care!

It all sounds a bit complicated to me, I think I'll stick to cow troughs for now! Woof woof x



For further information on all things Patient Safety please visit our team page on [The Pulse](#), or follow us on twitter at @scft_quality. You can also the contact the team on: sc-tr.patientsafetyteam@nhs.net