

Information for patients and carers

# Patient Safety Incident Response Framework (PSIRF)



COMPASSIONATE INVOLVEMENT



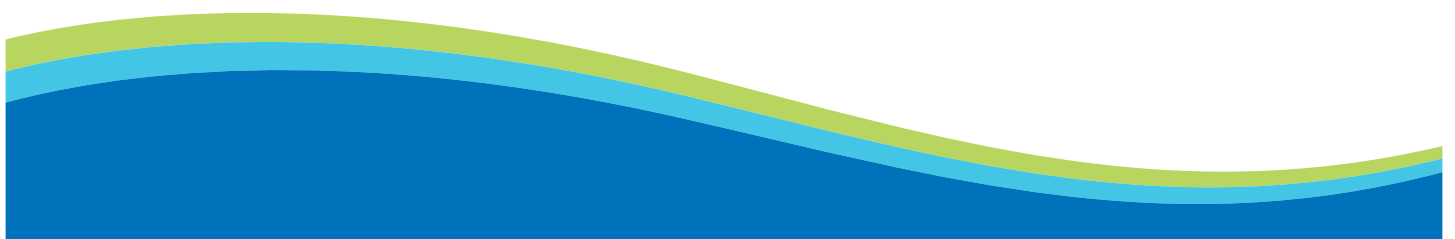
PROPORTIONATE RESPONSE



SYSTEM IMPROVEMENT APPROACH



SUPPORTIVE OVERSIGHT



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## Patient safety incidents

We treat millions of people in the NHS.

Sometimes things can go wrong.

These are known as **Patient Safety Incidents**.



A patient safety incident is any unintended or unexpected event.

We use the 'Patient Safety Incident Response Framework' (PSIRF) to investigate these incidents.

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## How will I know if a patient safety incident has happened?



We will be open and honest about incidents that have happened.

This is known as a **'Duty of Candour'**.

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If it is believed that something has gone wrong during your care, you will be told about this straight away.

We will say sorry and explain to you what went wrong.



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## What if I think something has gone wrong?



Please tell the team caring for you, so they can investigate what happened. Caring for you is our priority.

A family, friend or carer can do this on your behalf if you would prefer.

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## What happens if I have been harmed?



We will treat you straight away.  
We will also ensure your support needs are met and listen to you.  
The incident will be recorded.  
We will give you the facts.  
We will say 'Sorry'.

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## What happens if I am a patient in an incident?



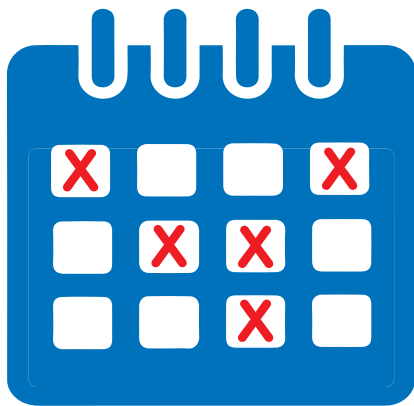
You will have a dedicated member of staff as your contact. They will provide you with all information on your incident.

Investigating incidents can take time.

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They will give you a telephone number and be available Monday to Friday 9.00am – 5.00pm if you want to talk to them.



You can also tell us when you want contacting.



Once we have all the information, we will provide a report and arrange to meet with you.

You can always bring a friend, family member or a carer, or ask them to meet us on your behalf.

If you would like this information in another format or language, please contact the Your Experience Team on freephone 0800 694 5530. Alternatively you can email [wcnt.yourexperience@nhs.net](mailto:wcnt.yourexperience@nhs.net)

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