

Appendix A

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:

To make sure that 85% of patients on DMARD medications are monitored appropriately. In cases where monitoring is outside the recommended timeframe to discuss why these are happening and put in place a robust policy to ensure compliance.

Progress made:

One of our GP's has reviewed all the patients taking DMARD and we have provided them with information about taking these medications, We are in the process of identifying those patients who are only monitored by the hospital and those monitored in primary care.

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:

To act on all complaints and significant events. To keep a log of all complaints both verbal and written with investigations and learning points identified., and to hold regular reviews of significant events and to document learning points.

Progress made:

A log is kept of all complaints and significant events and how they were responded too. They are also discussed at the clinical/management meeting held each week to determine the best person or team to investigate the issue. Learning points are identified and changes made to process to try to ensure that similar events don't happen.

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:

To publish on the practice website information on patient safety and how they can provide us with feedback.

Progress made: There is a feedback form on the practice website.
<http://www.somertonsurgery.nhs.uk/contact1.aspx>

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:

Liaise with hospitals about the practice inpatients to provide better discharge planning especially where patients need support at home. To contact all patients by telephone within 72 hours of discharge from hospital.

Progress made:

We are one of the pilot sites for enhanced primary care and have implemented the role of Health Coach. It is one of their roles to contact all patients on discharge from hospital to ensure that they are safe at home and have enough of their medicines. They will continue to follow up those patients identified as frail or possibly needing more support to comply with discharge instructions.

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:

To program into practice meetings the time for feedback from staff about safety issues. To document the responses to ensure everyone knows about any changes. 'You said ... we did' to show staff that we are committed to patient (and staff) safety

Progress made:

We have staff meetings once a month where safety issues are discussed. Notes are taken of these meetings.