

## Sign up to Safety pledges

**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*

- Provide a highly effective patient safety management service;
- In the NHS contract, focus future 'Commissioning for Quality and Innovation' Schemes and 'Quality schedules' on the reduction of avoidable harm (e.g. falls, pressure damage, VTE, Medication Errors);
- Finalise and publish our quality strategy onto the Guildford and Waverley website outlining all goals and activities directed at the reduction of avoidable harm;
- Work collaboratively with key stakeholders on quality initiatives that intend to reduce avoidable harm. In the first instance, a focus will be on pressure damage, infection control and learning from serious incidents;
- Support and provide guidance to our Commissioned Services and General Practitioners in the implementation of their commitments to this pledge.

**2. Continually learn.** Make our organisation more resilient to risks, by acting on the feedback from patients and by constantly measuring and monitoring how safe our services are.

### *We will*

- Finalise and publish our quality strategy on the Guildford and Waverley website that has the following overarching goals for our organisation:
  - To possess robust quality intelligence;
  - To report and monitor quality intelligence;
  - To prevent sub-optimal quality through a range of different activities and levers;
  - Create a robust public and patient engagement strategy and ensure its integration with the activities to achieve the quality strategy;
  - Support and provide guidance to our Commissioned Services and General Practitioners in the implementation of their commitments to this 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 goes wrong.

### *We will*

- Adhere to our 'Being Open' policy when investigating serious incidents;

- Monitor our commissioned services compliance to the 'Duty of Candour' both through the NHS contract and the Commissioning for Quality and Innovation Schemes;
- Provide a complaints service in accordance with NHS England guidance;
- Support and provide guidance to our Commissioned Services and General Practitioners in the implementation of their commitments to this pledge.

**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.

**We will**

- Finalise and publish our quality strategy on the Guildford and Waverley website that has an overarching goal of working collaboratively to achieve system wide quality. To achieve this goal, a range of collaborations are described and include:
  - Close collaboration with neighbouring Quality Leads;
  - Patient Safety Collaborative;
  - Strategic Clinical Networks;
  - NHS England Nursing, Midwifery and Care Staff Strategy: Compassion in Practice, 6cs;
  - Practice Nurse Forum;
  - Surrey Collaborative;
  - Surrey and North East Hampshire and Farnham wide Learning from Serious Incidents Event;
  - Pressure Damage Collaborative.
- Support and provide guidance to our Commissioned Services and General Practitioners in the implementation of their commitments to this pledge.

**5. Support.** Help people understand why things go wrong and how to put them right. Give staff time and support to improve and celebrate the progress.

**We will**

- Employ staff within the Quality department who have sufficient knowledge and experience in improvement science and human factors and ensure they are appropriately involved as a source of advice and guidance in all quality improvement initiatives performed by the organisation;
- Finalise and publish our quality strategy on the Guildford and Waverley website that has an overarching goal to '*reward quality*' through a range of different activities;
- Support and provide guidance to our Commissioned Services and General Practitioners in the implementation of their commitments to this pledge.