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.