





# Patient Safety Incident Response Plan



	<p>The NHS looks after lots of people in Somerset.</p>
	<p>Sometimes things go wrong with people's care. We call this a <b>Patient Safety Incident</b>.</p> <p>We use the <b>Patient Safety Incident Response Framework (PSIRF)</b> to find out what went wrong.</p>
	<p>Most NHS services in Somerset will use <b>PSIRF</b>.</p> <p>Primary Care services like GPs and Dentists will have a different way of finding out what happened when things go wrong.</p>
	<p>We will make sure that other NHS services in Somerset are using <b>PSIRF</b>.</p>

	<p><b>What goes wrong?</b></p>
	<p>We have looked at why things sometimes go wrong:</p>
	<ul style="list-style-type: none"><li>- Not having enough staff.</li></ul>
	<ul style="list-style-type: none"><li>- Staff needing to have more training.</li></ul>
	<ul style="list-style-type: none"><li>- Poor communication.</li></ul>

	<ul style="list-style-type: none"><li>- Patients getting the wrong medication.</li></ul>
	<ul style="list-style-type: none"><li>- Patients picking up infections.</li></ul>
	<ul style="list-style-type: none"><li>- Difficulty looking after people who have the most needs.</li></ul>
	<ul style="list-style-type: none"><li>- Problems with patient records.</li></ul>



**What we want to do:**



Make sure staff know how to keep people safe.



Find out what happened when things go wrong.



Talk to patients when things have gone wrong.

	<p>Make changes to how we work so we can keep people safe.</p>
	<p>Spend more time making services better.</p>
	<p>Look after people who work in the NHS.</p>
	<p>Share what we learn with other people in the NHS.</p>
	<p>Help people in Somerset to feel safe when they use the NHS.</p>



We will talk to patients, carers and staff to find out if the changes we make are helping to keep people safe.