

## How can I be involved in the investigation?

A senior member of your team will explain the investigation process and how long it is likely to take. We will ask you if you have any questions or concerns that you would like the investigation to look into for you.

If you would like to be kept informed of the investigation progress we will give you the details of the member of staff who will keep in touch with you.

If you would like to receive a copy of the investigation report we will arrange for you and/or your family to meet with a member of the team to explain what we have found.

## Who can I contact for support?

We understand that sometimes after an incident you may feel vulnerable and that you might prefer to speak to someone from outside of the team caring for you.

On the back of this leaflet we have included the contact details of staff that can help you.

## The Investigation Team

Your named contact:

.....

Contact telephone number:

.....

## Additional Help and Support

### Assistant Director of Nursing (Safety)

Telephone: 01202 263341 (Mon-Friday)

### Patient Advice and Liaison Service

Telephone: 01202 44800 (Mon-Friday)

We can supply this information in other formats, in larger print, on audiotape, or have it translated for you. Please call the Patient Advice and Liaison Service (PALS) on 01202 448499 or the Health Information Centre on 01202 448003.

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## Patient Safety Incidents

## Information for Patients and Carers

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## Introduction

Every day more than a million people are treated safely in the NHS. Occasionally, something goes wrong or an unexpected event happens. We call these events **patient safety incidents**. This leaflet explains what we do at Poole Hospital when patient safety incidents happen. It also explains how you can be involved in the process.

## What are patient safety incidents?

A patient safety incident is any event that has resulted in harm to a patient. It may also include near-miss events where harm was narrowly avoided.

Not all safety incidents are the result of a mistake. Sometimes people can respond in unexpected ways to treatments and it is only with thorough investigation that we can understand what has happened and learn for the future.

If mistakes or errors in your care are found then we aim to learn lessons from them so that we can prevent the problem happening again.

## How will I know if something has gone wrong?

Poole Hospital is committed to being open and honest with patients and carers at all times. In the NHS this is called *Being Open* or the *Duty of Candour*. If we discover a mistake or error we will tell you as soon as possible.

## What should I do if I think a mistake has been made?

If you or your carers think that a mistake has happened please tell the team caring for you immediately. We can then take steps to correct any mistake and provide any immediate treatment that may be required.

## What will happen?

Most mistakes and errors in hospitals are simple and do not cause harm. A member of your team will explain what has happened and will apologise.

You may wish to speak to your Consultant, Ward Sister/Charge Nurse or Matron about what happened and have your questions answered.

## What happens if I have been seriously harmed?

Our first priority if you are harmed during your care is to take immediate action to provide the appropriate treatment and prevent further harm.

A senior member of your team will explain to you and / or your family what has happened and if any extra treatment is needed. We will always apologise if we have made a mistake. We will put the details of this conversation in writing to you.

An investigation will be completed by the Trust. This may sometimes include experts from outside the hospital. The purpose of the investigation is to find out what has happened, the causes of the problem and the changes that might need to be made. The aim is to learn for the future and become a safer hospital.

For the most serious incidents we inform NHS England, the Dorset Clinical Commissioning Group and the Care Quality Commission who all have a role in monitoring the quality of the care we provide.