

The five 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:

- Ensure that patient focus is central to everything we do
- Be committed to ensuring that quality of services and clinical outcomes for patients are continually improved
- To commission focussing on the safety of treatment and care provided, avoiding all avoidable harm and risks to patient safety
- Focus on our 9 CCG ambitions in order to improve quality, safety and outcomes for our population
- Continue to develop and roll out innovative projects such as Home First to improve the care and treatment provided to our patients
- Continue with our focus on reducing healthcare associated infections
- Work with our providers to develop 7 day working across our healthcare system
- Ensure robust arrangements are in place for safeguarding adults and children

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

- Ensure views from patients, carers and the public are at the heart of decision making
- Support the development of a culture that is committed to learning and improvement across the system
- Continue to actively involve patient members in our programme of Quality Assurance Visits to our local providers
- To triangulate all intelligence from complaints, soft intelligence, patient stories etc shared by patients and the public and use the themes and trends to inform commissioning decisions
- Seek assurance from our providers in relation to actions taken in response to patient feedback through complaints, PALS, compliments etc

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:

- Ensure our health priorities support and actively enable safer patient care, driven by honesty and candour
- Ensure healthcare providers are held to account on their contractual duty of candour
- Promote the involvement of patients in discussions about their own care and treatment
- Support and encourage provider organisations to actively engage in face to face meetings with complainants in relation to complaints and patient safety issues
- To ensure honest and transparent reporting on patient safety incidents and actions taken to our Quality Committee and Governing Body

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:

- To promote organisational and system wide learning from Serious Incidents, incidents and complaints
- To actively support and engage in whole system working groups (eg HCAI group) to share learning and best practice across the health economy
- To promote open and honest communication between providers and commissioners to improve the quality and safety of services provided.
- To work collaboratively with both health and social care providers and commissioners to develop integrated services to ensure effective and safe provision of care for our population

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 progress. We will:

- To ensure our staff have the time and support to reflect on both successes and failures and ensure the learning has been embedded across the organisation
- To promote activities that support staff learning and ensure that we listen to our staff through a variety of means including a regular staff survey
- Monitor staff survey results of our providers and regularly review how they ensure staff engagement and learning throughout their organisations