



Patient Information

Patient Safety Incident Investigation

PATIENT SAFETY

INCIDENT INVESTIGATION

All NHS Trusts are required to let patients and their families know if a patient safety incident has occurred. This process is called the *Duty of Candour* and this leaflet is to explain more about the process of patient safety incident investigations (PSIIs).

What is a Patient Safety Incident?

A patient safety incident is an “unintended or unexpected incident which could have, or did lead to harm for one or more patients receiving healthcare”.

For some incidents it is appropriate to conduct a **patient safety incident investigation**. This process is where NHS trusts' learn and talk about:

- What incident occurred?
- Why did the incident happen?

When appropriate we will apologise for the incident and identify what future improvements our NHS Trust can make to reduce the chance of a similar incident happening again.

We strive to continually improve our services and our patient safety incident investigation process helps us to identify, plan and treat identified areas for improvement.

Patient Safety Incident Investigation Process

A patient safety incident investigation (PSII) can take time to complete, as we aim to produce a full and detailed timeline of events and find out how any incident occurred. You will be allocated a named point of contact and they will directly provide updates on the different stages of the investigation process and an estimate of the time it may take to complete.

PSIIs will be led by a trained staff member. The people you encounter will take time to listen, be sensitive to your needs and work collaboratively with you whilst treating you with respect, empathy, and compassion.

Your experience, and taking the time to share it with us, is valued. During any investigation we look at lots of information and evidence. From time to time you may hear people using various terms to refer to a patient safety incident for example:

- Serious incident
- Never event
- Adverse Event
- Patient safety incident
- Near miss
- Serious untoward incident

These terms all mean very similar things. If you are unsure or need clarification please ask your named point of contact.

To learn more about our Duty of Candour policy please ask a member of staff or visit our website: www.mkuh.nhs.uk

RECEIVING THE INVESTIGATION REPORT



You will first receive a draft copy of the report. It outlines what was thought to have happened and why. It may also include changes for the hospital to implement with the aim to reduce the likelihood of the events happening again. At this draft stage the investigator will welcome your feedback/questions. You may want to read the report with someone else affected by the incident, for example your family, or you may like to have a meeting with the investigator who wrote the report to discuss it.

The report will be written in a factual tone and does not normally include patient names (for confidentiality reasons) which can seem insensitive. This is not the intention and please be assured that the focus throughout is on what happened to you or your relative. If you would like your name or that of your relative to be included in the report, please discuss this with your named point of contact. Following the investigation, the Trust will implement and monitor any improvements suggested in the report.

What happens next for you?

This is the end of the formal process and we hope with your involvement you feel able to move forward and that you feel reassured that this could prevent these events happening again. However, we do understand this is not always the case and if you still have any questions please speak with your named point of contact.

Further support

Patient Advice and Liaison Service (PALS)

PALS provide a confidential point of contact for patients, families and carers by offering 'on the spot' help, advice and information regarding care provided at this hospital. You can visit PALS in the main hospital foyer or by contacting them by telephoning 01908 995 954 or emailing pals@mkuh.nhs.uk.

Bereavement service

The bereavement service can provide support and guidance when someone has died. They can be contacted by phoning 01908 996155/996154 or emailing bereavementservice@mkuh.nhs.uk

Chaplaincy

The Chaplaincy is a resource for everyone. Spiritual, religious and pastoral care is available 24 hours a day. Support is available for those of all faiths and none, with representatives from a wide range of faith and belief groups offering support. You can contact the chaplaincy by phoning 01908 996062 or emailing chaplaincy@mkuh.nhs.uk.

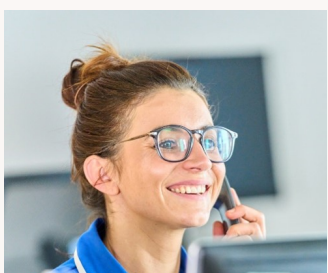
TRANSLATION OF THIS LEAFLET IS AN OPTION

Contact

Name of point of contact

Phone number for point of contact

Email address for point of contact



Point of contact

A staff member will be allocated as your main point of contact. They will organise a meeting with you and go through the report with you.



Questions

During your meeting with your point of contact you can ask any questions you may have.

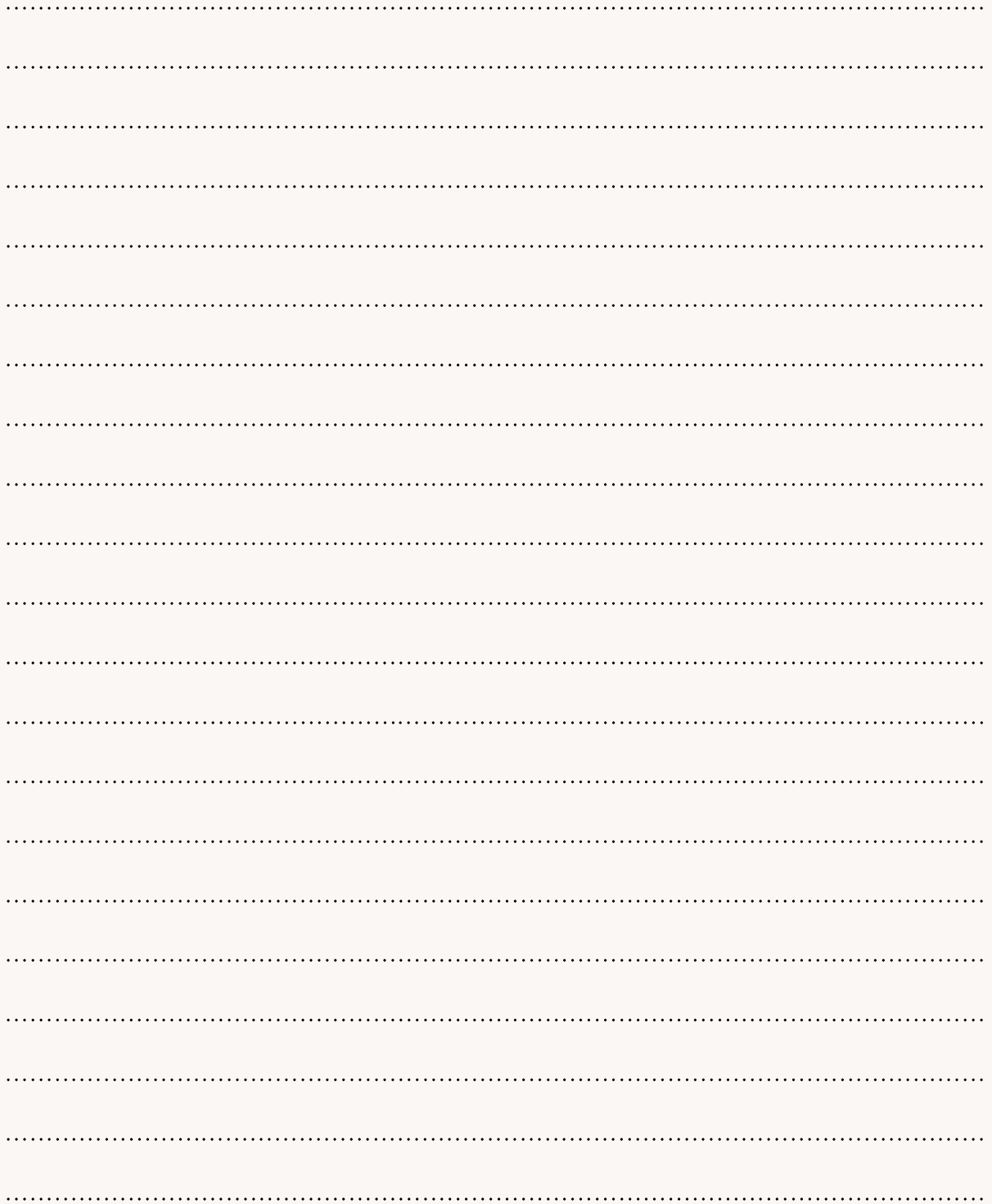


Record keeping

Your point of contact will make a note of your discussion and share it with you so that you are up to date with the progress on your case.

Notes

IN PREPARATION FOR YOUR MEETING WITH YOUR POINT OF CONTACT YOU MAY USE THIS SPACE TO MAKE SOME NOTES FOR DISCUSSION



FAQs:

1

Will I always get a report?

Yes, all PSIs will have a full written report.

2

In what form will the report be provided?

The report can be provided as a paper copy or electronically via email. If you would like to discuss our report with a member of staff, please get in touch with your named point of contact.

3

I haven't been offered an initial meeting. What should I do?

You can ask your main point of contact to arrange one.

4

I don't feel everything was covered during the initial meeting. What should I do?

You can get in touch with your point of contact at any time as the investigation progresses.

5

Why should I get involved?

It will help both you and your point of contact understand what happened from your perspective. It will also help the investigation move forward in a way that respects the needs of you and your family, and what you would like to see happen next. You will be supported to get involved in this if you would like to and feel able to.

We ask for information about you so that you can receive proper care and treatment. This information remains confidential and is stored securely by the Trust in accordance with the provisions of the Data Protection Act 2018/GDPR. Further guidance can be found within our privacy notice found on our Trust website: www.mkuh.nhs.uk

Author: Patient safety team
Date published: 08/2020
Date of review: 06/2025
Version No: 1.1

Milton Keynes University Hospital NHS Foundation Trust
Standing Way, Eaglestone, Milton Keynes, MK6 5LD

©Milton Keynes University Hospital NHS Foundation Trust
www.mkuh.nhs.uk