



## World Patient Safety Day Safety Flash

September 2023

### Engaging patients for patient safety



#### A recurrent theme of enquiries into NHS failings is not hearing the patient voice

- NHS England's Patient Safety Incident Response Framework (PSIRF) encourages engagement with affected patients/families
- Involve Patient Safety Partners/patient representatives in QIPs, departmental governance & when developing new services
- Ask patients/carers if they have any questions about their care
- Consider:
  - ♦ Patient safety surveys e.g. PRASE
  - ♦ Hosting patient forums
- **Use patient feedback to drive improvement in patient care**

The perspectives of patients, families/carers are invaluable in improving patient safety

[NHS England » Patient Safety Incident Response Framework](#)

[NHS England » Engaging and involving patients, families and staff following a patient safety incident](#)

[Patient Reporting and Action for a Safe Environment: PRASE - Improvement Academy](#)

[A promise to learn – a commitment to act – Improving the Safety of Patients in England \(publishing.service.gov.uk\)](#)

For Safety Alerts and RCEM issued Safety Flashes see:

<https://rcem.ac.uk/safety-3/>