

# World Patient Safety Day 2023: Patient Goody Bag resources



World  
Patient Safety  
Day 17 September

INSTITUTE OF  
GLOBAL HEALTH  
INNOVATION

## Post-event links

We hope you enjoyed the event and found it useful. We'd really value your thoughts on what worked, where we can improve, and what you would like to see more of.

- [Please let us know your feedback here](#)
- And if you missed the event, or want to re-watch, you can [access the recording of our World Patient Safety Day event here](#).





## Ways to get involved in patient advocacy

### [‘Patient Involvement in Patient Safety’ Mailing List](#)

- Sign up to get involved in safety improvement at Imperial College Healthcare NHS Trust.

### [‘Patient and Public Involvement’ Mailing List](#)

- Sign up to get involved with research at Imperial College London's Institute of Global Health Innovation.

### [Share your thoughts on Imperial NHS Trust's pilot falls booklet](#)

- Would you like to be involved in a collaborative project around falls prevention? Imperial College Healthcare NHS Trust are looking for participants to read their pilot information booklet and provide feedback. Please email [nicola.crossey@nhs.net](mailto:nicola.crossey@nhs.net) to get involved with this and other upcoming falls projects at Imperial College Healthcare NHS Trust.



### [Know Check Ask campaign](#)

- Know Check Ask is a campaign that aims to support people to be more involved in decisions about their medication and encourage them to report issues and concerns about their medication and to keep an up-to-date [‘My Medicines List’](#).

## Things to read

### [NHS England - Simple steps to keep you safe during your hospital stay](#)

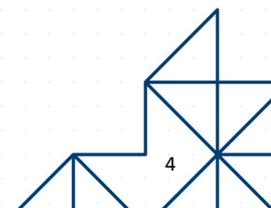
- While you are in hospital, keeping you safe and well is a priority for the staff looking after you. There are also some simple things you can do to help keep yourself safe during your hospital stay, such as asking for help when needed, protecting yourself from slips and falls and helping to prevent blood clots.

### [‘National State of Patient Safety 2022: What we know about avoidable harm in England’ report \[PDF\]](#)

- The report explores progress and identifies areas for improvement in patient safety nationally, based on analysis of publicly available data over the past 15 years. Produced by the Institute of Global Health Innovation and funded by the charity Patient Safety Watch.

### [Children Unlimited](#)

- Children Unlimited is an Australian network of researchers, clinicians, advocates and families with a shared vision: to improve the clinical care and quality of life of children, adolescents and young adults living with a chronic illness or disability. They have some great resources on building agency for young people to become health advocates and leaders.



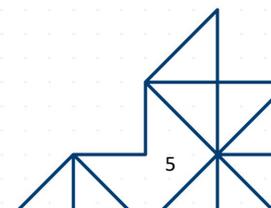
## Things to watch

### [WPSD 2022 - Encouraging patient involvement in medication safety research](#)

- For last year's WPSD, IGHI and NIHR NWL PSRC hosted a panel with Sara Garfield and public partners to discuss their experiences of facilitating and participating in medication safety research.

### [A video round up of this year's event](#)

- Watch this video summary of how this year's event was co-designed, promoted and a roundup of key takeaways.



## Answers to event Q&A – Dr Michael Ramsay FRCA

**How can restorative investigations allow us to better hear from patients and help clinicians involved recover from the trauma of being involved in incidents.**

[Communication and Optimal Resolution \(CANDOR\)](#) is a process that a few hospitals have implemented. It helps hospitals improve their immediate response to harm and realize improvements in the monitoring and reporting of events by promoting candid, empathic communication and timely resolution for patients, caregivers and the organization. The process supports patients, families *and caregivers*. It requires a paradigm shift away from the traditional response of organizations to harm events.

**How can we support healthcare staff to be better listeners and truly engage with their patients in a meaningful way, when they are overstretched, stressed, burnt out and frightened of admitting they made a mistake? What are some of the practical ways to do so?**

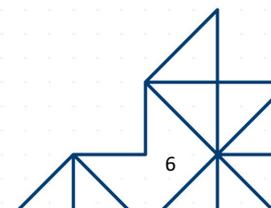
Hire enough staff to run the hospital. That is difficult but if you create a nursing school attached to the hospital it can provide a feeding line for staff. Create the Safety Culture and make sure all staff know that the *patient* is the most important person in the room and let the patient know it.

**We talk about “hard-to-reach” patients. How do we access “hard-to-reach” clinicians and system leaders – those that are too overwhelmed and busy to engage in the discussion around patient safety?**

This is a tough problem! The physician is often focused on being the best surgeon or clinician for a particular problem and expects the support for everything else including safety to be provided. The CEO of the hospital is so glad to have them on board as the referrals are bringing financial security to the hospital. The safety culture has to come from the top down and so the board of the hospital have to engage the clinician and provide support for safety. A firm but supportive approach can make changes.

**I find professionals often appear to Listen but don't Hear what is being said by the patient – how can we ensure patients are truly being heard?**

Try and make sure that the patient has a trusted family member or acquaintance with them – “a wingman” and engage them in the conversation as a check that you did understand what the patient's concerns are.



# Live illustration – Keynote speeches

## ELEVATING PATIENT VOICES

CELEBRATING WORLD PATIENT SAFETY DAY

World Patient Safety Day 17 September 2023

KEYNOTE WITH PROFESSOR THE LORD ARA DARZI

WE MUST NOT ASSUME BUT LISTEN!

CO-DESIGN WITH PATIENTS

USE BEHAVIOURAL SCIENCE

INVOLVE PATIENTS IN ALL ASPECTS

WITH DR HENRIETTA HUGHES... HEALTH IS A HIGH SAFETY INDUSTRY...

HOW DO WE BUILD TRUST?

SOMETIMES YOU HAVE TO CALL THE POLICE

WE MUST PROTECT AGAINST BIASES

WHEN THERE IS POTENTIAL CRIMINAL ACTIVITY... IT'S ABOUT LEADERSHIP!

WE MUST END THE BLAME CULTURE AND FOCUS ON SAFETY...

PATIENTS LACK POWER IN CLINICAL ENVIRONMENTS

WE MUST LISTEN

I WANT A SECOND OPINION

IT'S THE CITIZENS WHO PAY FOR THE HEALTH SERVICE!

WHISTLE BLOWERS MUST BE PROTECTED...

ROSIE BARTEL

WHY IT IS IMPORTANT TO HEAR PATIENT VOICES

ONE DAY

THIS PROCEDURE WAS DIFFERENT...

SEPSIS

I'M A SURVIVOR!

WHY HAS THIS HAPPENED?

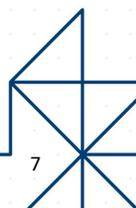
WE NEEDED A PATIENT VOICE

THE LEADERSHIP NEEDED TO HEAR WHAT IT WAS LIKE TO GET AN INFECTION

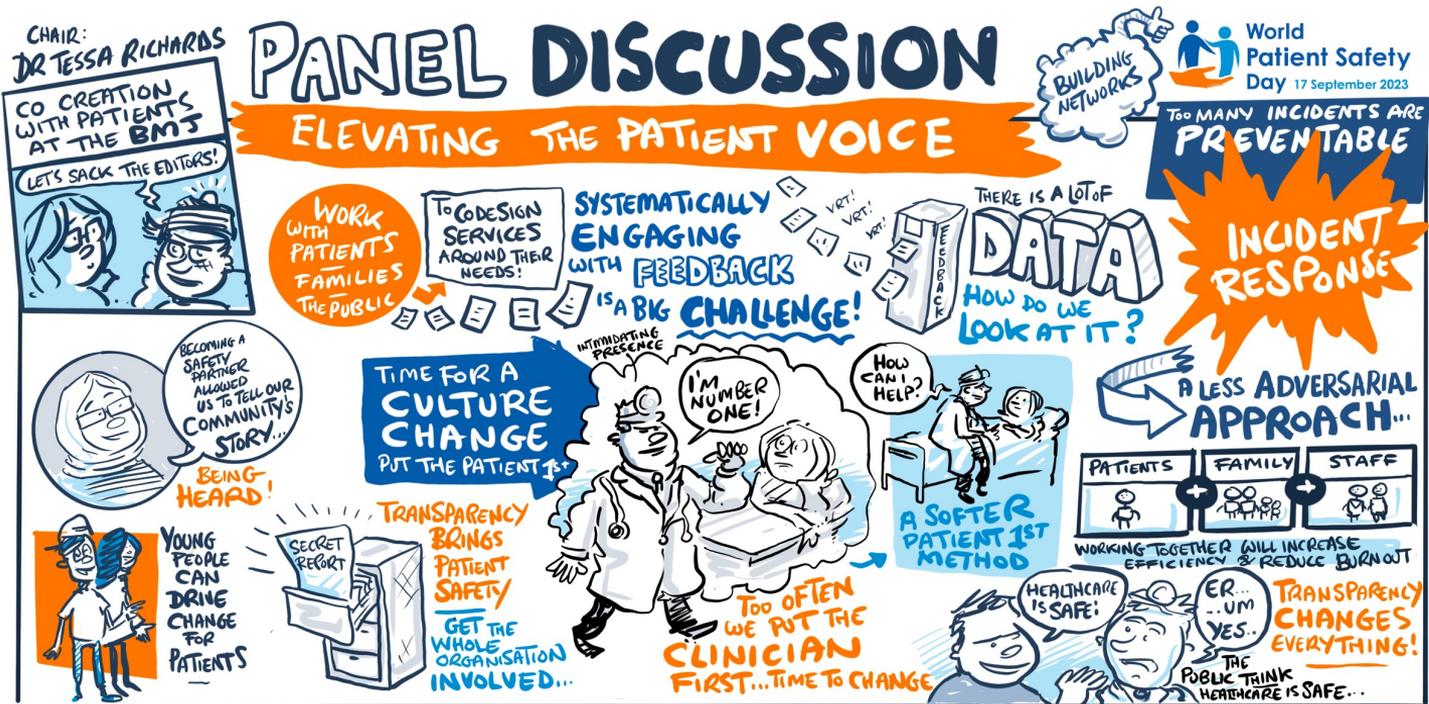
WE STARTED WITH HANDWASHING

PATIENT VOICES IMPROVE OUTCOMES IN HOSPITALS WHERE LEADERS CAN HEAR THEM...

NOW IT'S ABOUT CO-DESIGN



# Live illustration – Panel Discussion



## Further support and resources

### Patient Advice and Liaison Service

- If anything discussed during the event raises concerns for you, or if you require additional support, the Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on health-related matters, providing a point of contact for patients, families and carers, in the UK.

### World Patients Alliance

- The World Patients Alliance provides the platform to empower and raise the patients' voice for the provision and access to safe, quality and affordable healthcare.

