Provider action plan

Preparation actions: February – March 2009	☑
Meet with commissioners to discuss requirements and processes for implementing the Never Events policy.	☐
Ensure that national standards and guidance to reduce risks of Never Event occurrence are implemented and that processes are in place to identify and learn from near misses (see Appendix A or **www.npsa.nhs.uk/nrls/neverevents**).	☐
Inform senior management and board (if relevant) about the list of Never Events and reporting requirements and processes that will take place if a Never Event occurs.	☐
Implementation actions: April 2009 – March 2010	☑
If a Never Event occurs: **a.** Report the incident through your risk management system.	☐
b. Communicate with the patient or service user, family or their carer as soon as possible about the incident in line with the *Being open* policy: **www.npsa.nhs.uk/nrls/improvingpatientsafety/patient-safety-tools-and-guidance/beingopen/**	☐
c. Report to the relevant PCT that a Never Event has occurred, using the agreed route.	☐
d. Report the incident to the NPSA's Reporting and Learning System	☐
e. Undertake a comprehensive root cause analysis or significant event audit of the incident to understand what went wrong, how and why.	☐
f. In parallel, managers are encouraged to use the NPSA's Incident Decision Tree to inform their decision on what initial action to take with the staff involved in the incident. This ensures a consistent and fair approach. **www.npsa.nhs.uk/idt**	☐
g. Implement changes that have been identified and agreed following the root cause analysis or significant event audit.	☐
h. Discuss the learning and corrective/preventative actions following the occurrence of the Never Event with the PCT.	☐

Visit the **www.npsa.nhs.uk/nrls/neverevents** for further information on:

- root cause analysis;
- significant event audit;
- *Being open* policy; and
- Incident Decision Tree.

*Extract from the National Patient Safety Agency's *Never Events Framework 2009/10* (page 14).
For full document, go to www.npsa.nhs.uk/nrls/neverevents