



Organisation Patient Safety Incident Report

Heart of England NHS Foundation Trust

Organisation type: Large acute organisation

Location: West Midlands SHA

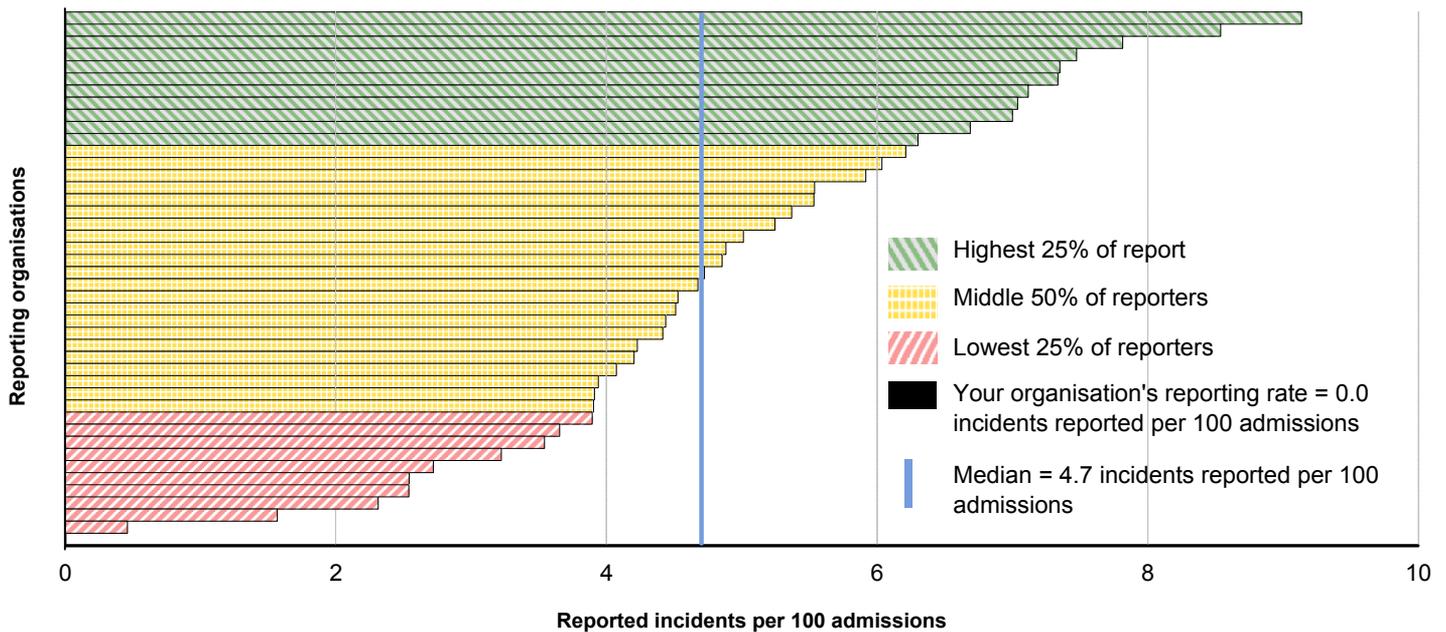


Organisation signed up to PSF ¹

Are you actively encouraging reporting of incidents?

The comparative reporting rate summary shown below provides an overview of incidents reported by your organisation to the National Reporting and Learning System (RLS) between 1 October 2008 and 31 March 2009. 0 incidents were reported during this period.

Figure 1: Comparative reporting rate, per 100 admissions, for 44 large acute organisations.



Organisations that report more incidents usually have a better and more effective safety culture. You can't learn and improve if you don't know what the problems are. So:

- Encourage staff to report things that go wrong. Don't shoot the messenger!
- Make it easy to report and provide feedback. Make reporting useful!
- Use national comparative data from the RLS to better understand the reporting and learning culture in your organisation.
- Review steps your organisation can take to make reporting matter.

Tips to help you: *Act on reporting: five actions to improve reporting; Questions are the answer! Seven questions every board member should ask about patient safety* at: www.nrls.npsa.nhs.uk/

Unfortunately, this organisation submitted too few reports during this period to benefit from any meaningful further analysis.

Organisations which submitted reasonable numbers of reports have been provided with the following additional analyses:

- Timeliness of Reporting
- Breakdown of type of incidents
- Breakdown by degree of harm
- Comparison against similar organisation.

Further information for you

We help the NHS to understand why, what and how patient safety incidents happen, learn from these experiences and take action to prevent future harm to patients. National data from the RLS can be found at: www.npsa.nhs.uk/datareports/.