

The NHS Professionals Academy logo, with 'NHS Professionals' in white on a dark blue background and 'Academy' in white on a lighter blue background, separated by a diagonal line. The background of the entire page is a photograph of a healthcare professional in a light blue uniform smiling while a patient's blood pressure is taken. Other staff members and medical equipment are visible in the background.

NHS Professionals Academy

growing knowledge, skills and careers

Patient Safety Courses

Safety has always been the NHS' highest priority and the new Patient Safety Incident Report Framework (PSIRF) aims to help providers continuously improve their safety cultures, systems and behaviours.

The framework focuses on methods of investigation, the involvement of patients and families and the system changes needed for better patient outcomes. It requires NHS providers to improve skills, practices and behaviours within the workforce and for leaders to create organisational cultures conducive to continuous learning and improvement.

To support Trusts and Integrated Care Systems implement the PSIRF, we offer two courses designed to equip staff with the essential skills and behaviours needed to investigate incidents and coach leaders on ways to develop positive safety cultures across their organisations.

Our courses are carefully structured to cover all the PSIRF requirements – but we can also tailor and edit them to meet your specific requirements. Both courses can be procured under the Health Education East of England Education Framework and delivered on-site or at a venue close to you.

The Academy from NHS Professionals provides high-quality, cost-effective education and training solutions for NHS Trusts, Integrated Care Systems and NHS Professionals.

Our education and training services combine academic, evidence-based rigour with a pragmatic skills-based approach focused on the needs of learners.

We understand the challenges faced by staff and organisations working in healthcare today. Flexibility is key, which is why our courses are delivered by experienced NHS staff in a range of ways.

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Courses overview

Investigator Preparation/Training

- Introduction to PSIRF
- Why should we do this? Exploring personal objectives/ outcomes
- Complex system thinking
- Human Factors
- Just Culture
- Interviewing and observational skills
- Case record review
- Analysis skills
- Appropriate questioning:
 - Interviewing and observations
 - Using systems thinking
 - Applying SEIP model
 - Writing a report
- Audience/purpose/intended outcomes
- Formatting and language
- Scenario exercise
- Review of key documents
- Support processes and stakeholder involvement
- Strategies to avoid further harm
- Duty of candour
- Group exercise: scenario presentation

Developing an organisational 'Just Culture'

- PSIRF requirements for patient and staff involvement
- Organisational learning culture
- Strategies to improve staff and patient involvement
- Developing an effective communication strategy as part of any patient safety investigation
- Developing strategies for disseminating information and learning across the organisation
- Understand how to develop a communication strategy to involve stakeholders in the investigative process
- Stakeholder analysis
- Change theories and how to apply them within a system
- System leadership theory
- Systems and processes required to monitor and manage change
- Strategies within the system which will reduce risk of further harm
- Interviewing techniques to support the investigative process
- Difficult conversations with confidence
- Apologies within the context of patient safety investigations
- Supports collaborative working without wholesale change

**For an initial consultation to discuss your specific needs,
please contact: academy@nhsprofessionals.nhs.uk
Or scan the QR code to request a callback**

