

Sent by email

**To: Professor Ian Cumming OBE, CEO,
Health Education England**

Patient Safety Domain
NHS England
Skipton House
80 London Road
London SE1 6LH

26 February 2015

Dear Ian,

Launch of new e-form for reporting patient safety incidents that occur in general practice

I am delighted to inform you that the NHS England Patient Safety Domain has launched a new e-form specifically designed to make it quick and easy for general practice staff to report patient safety incidents to the NHS' national patient safety incident database, the National Reporting and Learning System (NRLS).

The NRLS currently receives over 1.5 million incident reports from healthcare professionals each year. However, these reports are almost entirely from secondary care, and the small number of reports from primary care is not reflective of the 360 million consultations each year, limiting opportunities for learning and action to improve patient safety and the quality of care.

Using the new e-form, within a few minutes practice staff will be able to confidentially submit patient safety incident reports to the NRLS. At a national level these reports enable us to identify key themes and trends, and in turn, to develop solutions to prevent the recurrence of similar incidents across the NHS. Our ambition for general practice is to create shared learning for the benefit of patients and peers, in an open and just culture that avoids blame.

The three key actions we would like to highlight to general practice are:

1. **Please report all patient safety incidents (clinical and non-clinical) including near misses to the NRLS, whether they cause actual harm or not** – use the new e-form to report patient safety concerns / incidents to aid national learning and receive a bounce back reflective CPD / SEA template for appraisal and revalidation. This can also be used as evidence for CQC inspections.
2. **Save the e-form icon to your practice desktop (simply drag and drop the icon)** – for direct access to the e-form and rapid reporting.
3. **Visit the new general practice patient safety web pages on the NHS England website** for a comprehensive package of feedback, learning and resources for GP's and the whole team. Patient safety is everyone's responsibility and this suite of resources, including a guide to incident reporting for general practice, will help the entire practice team meet their obligation to keep patients safe from harm. You can view the web pages via www.england.nhs.uk/ourwork/patientsafety/general-practice/

Gateway reference: 03070

4. **Sign up to Safety** – general practices are also encouraged to Sign up to Safety. The Sign up to Safety campaign is designed to help realise the ambition of making the NHS the safest healthcare system in the world by creating a system devoted to continuous learning and improvement. For further information about how you can get involved and access a range of resources to help you keep your patients safe, visit: www.signuptosafety.nhs.uk

To support practice staff in using the e-form, and to provide further information about the NRLS, we have produced a *Guide for general practice staff on reporting patient safety incidents to the National Reporting and Learning System* which is available on our website via the following link www.england.nhs.uk/ourwork/patientsafety/general-practice/. This webpage also has access to an accompanying suite of web-based resources, information and videos to further support general practice in keeping patients safe from avoidable harm.

I would be grateful if you can please cascade this letter to others in your organisation you feel it would be of interest to and also if your organisation can help us further raise awareness amongst the general practice community of both the e-form and the importance of incident reporting from primary care.

It is only with the assistance of organisations like your own, that we will achieve an accurate insight into patient safety in general practice and to deliver shared learning and solutions which will be an essential tool in preventing unnecessary harm to patients and saving lives.

If you require any further information about the new e-form or our general work to improve patient safety in primary care, please contact Sabina Khanom, Patient Safety Lead (Primary Care) by emailing sabinakhanom@nhs.net

Yours sincerely,



Dr Mike Durkin
National Director of Patient Safety