



THE NEW QUEEN STREET AND STANGROUND SURGERIES PLEDGES TO IMPROVE PATIENT SAFETY

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The New Queen Street and Stanground Surgeries announces it has pledged to improve patient safety as part of the national campaign, Sign up to Safety.

Sign up to Safety is a national patient safety campaign to help the NHS in England build a safer NHS and address the problem of unsafe care and avoidable harm.

So far, over 360 organisations have pledged support and are committed to improve the safety of healthcare through locally led, self-directed safety improvement.

Pledges for The New Queen Street and Stanground Surgeries have been made available for patients, staff and carers at www.queenstreetsurgery.co.uk and www.stangroundsurgery.co.uk

Helena Papworth, Practice Manager at The New Queen Street and Stanground Surgeries said: “By joining Sign up to Safety, The New Queen Street and Stanground Surgeries is demonstrating its commitment to focusing on patient safety so that all patients and the staff that care for them are free from avoidable harm.

“We will achieve this by both designing our care processes so that they support safer care and by focusing our efforts on a small number of priority areas where avoidable harm can be reduced for the majority of patients.”

Suzette Woodward, Sign up to Safety Campaign Director, said: “Our ambition is to help organisations and individuals working across all healthcare settings in the NHS

in England to provide the safest possible care to their patients, and The New Queen Street and Stanground Surgeries is playing a critical part in helping to achieve this.

“We are committed to supporting The New Queen Street and Stanground Surgeries to focus specifically on patient safety. Patient safety is the organising principle of high quality healthcare since only safe healthcare services are truly efficient, effective and able to offer the best experience to patients and carers. We challenge ourselves and our members to question everything and re-think patient safety in order to consider what could be done differently to create longer lasting change. We help people work on the things that matter to them but encourage them to share their learning nationally for others to adapt.”

The five Sign up to Safety pledges are:

- **Put safety first** – Committing to reduce avoidable harm in the NHS by half through taking a systematic approach to safety and making public your locally developed goals, plans and progress. Instil a preoccupation with failure so that systems are designed to prevent error and avoidable harm
- **Continually learn** – Reviewing your incident reporting and investigation processes to make sure that you are truly learning from them and using these lessons to make your organisation more resilient to risks. Listen, learn and act on the feedback from patients and staff and by constantly measuring and monitoring how safe your services are
- **Be honest** – Being open and transparent with people about your progress to tackle patient safety issues and support staff to be candid with patients and their families if something goes wrong
- **Collaborate** – Stepping up and actively collaborating with other organisations and teams; share your work, your ideas and your learning to create a truly national approach to safety. Work together with others, join forces and create partnerships that ensure a sustained approach to sharing and learning across the system
- **Be supportive** – Be kind to your staff, help them bring joy and pride to their work. Be thoughtful when things go wrong; help staff cope and create a positive just culture that asks why things go wrong in order to put them right. Give staff the time, resources and support to work safely and to work on improvements. Thank your staff, reward and recognise their efforts and celebrate your progress towards safer care.

- Organisations from across the NHS have shown their commitment to patient safety by joining Sign up to Safety. Across the total NHS in England, as at 22nd March 2016:
 - CCG - 28%
 - Acute - 95%
 - Mental Health - 84%
 - Community - 92%
 - Ambulance - 90%
 - AHSN - 87%

About Sign up to Safety

Sign up to Safety is a national initiative helping organisations and individuals working across all healthcare settings provide the safest possible care to their patients.

At the heart of Sign up to Safety is the philosophy of locally led, self-directed safety improvement. We believe in the balance between nationwide solutions and local improvement; that adapting tools to fit local context and working on things that matter to frontline staff are crucial.

We believe in a positive safety culture; where staff are supported when things go wrong. Through our actions we aim to help people feel proud of what they do. We see each day and every action as an opportunity to learn and improve and we welcome everyone who wishes to get involved.

Our approach is to enable people to help each other work together and celebrate progress; importantly we help people share what they are doing for others to learn from.

Our role is to provide practical support and guidance through digital channels and social media; making it quicker and easier for our members to find what they need to know, to be inspired and motivated to keep going.

For more information visit www.signuptosafety.nhs.uk

About patient safety in England

Sign up to Safety is one of a series of safety initiatives launched by the Department of Health, borne out of recent reviews into safety in the NHS including The Francis Review and Professor Don Berwick's report A Promise to Learn a Commitment to Act which highlighted the need for the NHS *'to become, more than ever before, a system devoted to continual learning and improvement of patient care, top to bottom and end to end'*.

Several initiatives are working in partnership to establish and deliver a single vision for the whole NHS to become the safest healthcare system in the world. For a summary visit www.signuptosafety.nhs.uk.