

12 September 2017

Wellington House
133-155 Waterloo Road
London SE1 8UG

T: 020 3747 0000
E: nhsi.enquiries@nhs.net
W: improvement.nhs.uk

██████████
████████████████████
██
By email
████████████████████

Dear ██████████

Request under the Freedom of Information Act 2000 (the “FOI Act”)

I refer to your email of **15 August 2017** in which you requested information under the FOI Act from NHS Improvement. Since 1 April 2016, the Patient Safety functions under section 13R of the NHS Act 2006 have been exercised by the NHS Trust Development Authority, as part of the integrated organisation known as NHS Improvement.

Your request

You made the following request:

Can you please provide the following under the Freedom of Information Act:

All guidance produced by NHS Improvement, and its predecessor bodies, on the circumstances in which a “patient safety incident” should be reported. Please include all such guidance produced since January 2010. Can you also please provide all revised editions of the same guidance.

Decision

NHS Improvement holds the information that you have requested. NHS Improvement has decided to release all of the information that it holds.

1. The Serious Incident Framework

The Serious Incident Framework describes the process and procedures to help ensure Serious Incidents are identified correctly, investigated thoroughly and, most importantly, learned from to prevent the likelihood of similar incidents happening again. There have been 3 versions of this since 2010:

- National Framework for Reporting and Learning from Serious Incidents requiring Investigation (2010) - <http://www.nrls.npsa.nhs.uk/EasySiteWeb/getresource.axd?AssetID=68464&type=full>
- Serious Incident Framework (2013) – this is attached labelled as ‘NHS CB SI Framework applying April 2013 – March 2015’
- Serious Incident Framework (2015) – <https://improvement.nhs.uk/resources/serious-incident-framework/>

2. National Reporting and Learning System (NRLS) Degree of Harm FAQs

The attached document ‘NRLS Degree of harm FAQs - final v1.1’ was issued in October 2015. It provides information on the circumstances in which incidents should be reported to the NRLS and their levels of harm. Further information can be found on the current NRLS site: <https://improvement.nhs.uk/resources/learning-from-patient-safety-incidents/>

The previously mentioned document has not been updated and is therefore still valid. The guidance is based on information from the link below which is from 2009 but is still relevant:

The Data Quality Standards -

<http://www.nrls.npsa.nhs.uk/resources/?entryid45=62099&q=0%c2%acdata+quality+standards%c2%ac>

In April 2016, a Patient Safety alert was produced for all organisations providing NHS-funded care. This gave guidance on patient safety incident reporting and can be found here: <https://improvement.nhs.uk/news-alerts/patient-safety-incident-reporting-and-responding-patient-safety-alerts/>.

3. Revised Guidance to Reporting Suicide and Severe Self-Harm

Also attached is guidance issued to NHS organisations for reporting suicide and severe self-harm and Degree of harm guidance. The documents ‘NRLS guidance on reporting suicide - MH v1 applying April 2012 - present’, ‘NRLS guidance on reporting suicide – Other providers v1 applying April 2012 – present’ and ‘NRLS guidance on reporting suicide - Rationale v1 applying April 2012 - present’ were produced on 1 April 2012. These documents are preceded by the documents ‘CQC Reporting suicides guidance applying October 2011 - March 2012’ and ‘Reporting Suicides (Wales only) applying October 2011 – March 2012’, which were produced in October 2011.

4. Further CQC guidance

It may also be of interest to you to examine the guidance provided by the CQC which can be found here: <http://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-16-notification-death-service-user>

Review rights

If you consider that your request for information has not been properly handled or if you are otherwise dissatisfied with the outcome of your request, you can try to resolve this informally with the person who dealt with your request. If you remain dissatisfied, you may seek an internal review within NHS Improvement of the issue or the decision. A senior member of NHS Improvement's staff, who has not previously been involved with your request, will undertake that review.

If you are dissatisfied with the outcome of any internal review, you may complain to the Information Commissioner for a decision on whether your request for information has been dealt with in accordance with the FOI Act.

A request for an internal review should be submitted in writing to FOI Request Reviews, NHS Improvement, Wellington House, 133-155 Waterloo Road, London SE1 8UG or by email to nhsi.foi@nhs.net.

If you have general enquiries about incident reporting please feel free to submit them to patientsafety.enquiries@nhs.net.

Publication

Please note that this letter and the attached information will shortly be published on our website. This is because information disclosed in accordance with the FOI Act is disclosed to the public at large. We will, of course, remove your personal information (e.g. your name and contact details) from the version of the letter published on our website to protect your personal information from general disclosure.

Yours sincerely

NHS Improvement