



# Patient Safety Incident Response Framework Overview

The Patient Safety Incident Response Framework (PSIRF) is the NHS approach to developing and sustaining efficient systems and procedures for responding to patient safety incidents.

PSIRF focuses on learning and enhancing patient safety, through continuous development. PSIRF is a huge step towards the improvement of safety management across the NHS and will support healthcare providers to embed patient safety culture.



# Patient Safety Incident Response Framework

## What is a Patient Safety Incident?

A patient safety incident is an unanticipated or unexpected event or omission in the healthcare system that may have harmed one or more patients.

## Aims of PSIRF

PSIRF supports the development of an effective patient safety incident response system with four key aims:

1. Compassionate engagement
2. Application of system-based approaches to develop learning
3. Considered and proportionate responses to patient safety incidents
4. Supportive oversight centre around strengthening responses and system improvement

## Duty of Candour

Primary Eyecare Services hold a Duty of Candour Policy, if it is believed that something has gone wrong during your care, this will be communicated openly and honestly.

## Our Policy and Plan

Primary Eyecare Services holds a PSIRF policy and plan. These documents outline our response to patient safety events, and how we will ensure compassionate engagement throughout the process. Our organisational approach supports continuous learning and development, whilst strengthening our patient safety system and culture. The focus is centred around the Systems Engineering Initiative for Patient Safety (SEIPS) framework, which evaluates the system as a collection, as opposed to apportioning blame to individuals.

## PSIRF Plan

The PSIRF plan outlines our significant patient safety priorities and how we will investigate them. We work in alignment with the NHS England standards to ensure organisational learning from investigations.

[Read our PSIRF Plan](#)

## PSIRF Policy

The PSIRF policy outlines the process that Primary Eyecare Services take when investigating patient safety incidents.

[Read our PSIRF Policy](#)

Primary Eyecare Services will continuously review our PSIRF policy and plan, with amendments made where required.

## More Information

[Further information is available here](#)