

# Patient Safety Incident Response Framework (PSIRF)

NHS England has published the new [Patient Safety Incident Response Framework](#) (PSIRF) outlining how NHS organisations should respond to patient safety incidents for the purpose of learning and improvement.

This is to replace the current Serious Incident Response Framework, and will be in place by Autumn 2023, however we have already started to adopt the PSIRF principles.

It represents a significant shift in the way the NHS responds to patient safety incidents, centring on compassion and involving those affected; system based approaches to learning and improvement; considered and proportionate responses; and supportive oversight.

## What is the Patient Safety Incident Response Framework (PSIRF)?

PSIRF outlines how NHS organisations should respond to patient safety incidents to help promote learning and improvement.

It means that the way we learn from safety incidents and events is changing, as well as the culture around learning.

For organisations like ours it means we'll be identifying our top safety themes and how we can learn from these and make improvements going forward.

It will look at everything happening within the interacting system (ie, the person, the environment etc.) which could affect or contribute to a patient safety event. This focuses on a system based approach, rather than the previous root cause analysis

## Do I need to do anything?

The PSIRF change will require a mindset shift, as it moves away from a checklist and looks more at the shades of grey, which exist in patient safety events.

Ensure your Patient Safety Syllabus Training – Level 1 is complete. Take a moment to watch the PSIRF introduction video (link below) and familiarise yourself with the documents available on the Intranet.

## When is PSIRF being implemented?

Implementation is already underway, and PSIRF Principles to our patient safety events are already being utilised.

## Will there be any training in PSIRF?

We are looking at how we train staff in the new method.

All staff will need to complete training level one, with different staff groups needing to complete further modules.

Level one and level two training are already available on LearningLab.

A toolkit will be available shortly via the Intranet to support you in how to use the PSIRF methodology.

## How will it make a difference?

PSIRF is a major step towards improving safety management across the healthcare system in England and will greatly support the NHS to embed the key principles of a patient safety culture.

It will ensure the NHS focuses on understanding how incidents happen, rather than apportioning blame on individuals; allowing for more effective learning and improvement, and ultimately making NHS care safer for patients.

## Why is this happening?

PSIRF removes the requirement that all/only incidents meeting the criteria of a 'serious incident' are investigated, allowing for other incidents to be investigated and for learning response resource to focus on areas with the greatest potential for patient safety improvement.

Currently 90% of time is spent on 1% of incidents, so PSIRF is aiming to understand what the top themes are and what learning can be taken from them.

It does not mean that some incidents will not be investigated, but that the opportunity to learn and improve is a priority.

## Where can I find out more information?

You can find out more about the [new Patient Safety Incident Response Framework on the NHS England website](#).

Please click the following link to watch a short video regarding PSIRF.. [Introducing the Patient Safety Incident Response Framework \(PSIRF\): A framework for learning - YouTube](#)