



# Patient Safety Incident Response Plan

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## Introduction

This patient safety incident response plan sets out how Ascenti intends to respond to patient safety incidents over a period of 12 to 18 months. The plan is not a permanent rule that cannot be changed. We will remain flexible and consider the specific circumstances in which patient safety issues and incidents occurred and the needs of those affected.

Ascenti has employed professionals trained in Human Factors, Patient Safety and Clinical Risk Management. Since 2017, our systems for patient safety and clinical risk management have been significantly enhanced, applying the principles of human factors, human error models, human performance models, and associated methodologies, including systems-based approaches, to the management of incidents and risk. We therefore remain cognisant of the wider system, its interactions and emergent properties, when analysing incidents and deriving lesson learned. By doing so we avoid reductionist and root-cause approaches to incidents. As well as identifying what went wrong, by utilising a human factors approach, we seek to understand what also went right adding an important dimension to learning and improvement.

This early investment and enhancement of our services places us in an optimal position to formalise our systems against the NHS Patient Safety Incident Response Framework.

## Our Service

Ascenti is a leading independent provider of physiotherapy and associated services in the United Kingdom. We are a dynamic and progressive business with ambitions to enable more people to live healthier and happier lives through our support.

Our Physiotherapy services focus on assessment, treatment, and rehabilitation of a wide range of musculoskeletal (MSK) conditions. These are provided in outpatient physiotherapy settings, and also through the provision of advanced MSK services consisting of Advanced Physiotherapy Practitioners and First Contact Practitioners providing specialist assessment, referral for diagnostics and secondary care, and injection therapy.

We provide our services for a variety of different sectors including:

- Medico-legal, where insurers, solicitors and medical agencies instruct us to provide treatment to patients who have been injured in accidents.
- NHS, where we provide physiotherapy services on behalf of a large number of Integrated Care Boards (ICB).
- Private Medical Insurance and Self-pay, where we provide physiotherapy to self-paying or privately insured patients.

- Occupational Health, providing physiotherapy and specialist workplace assessments for employees referred by their Occupational Health service.
- Government services, where we provide health assessments for the Department of Work and Pensions and local councils.

Our patient safety response plan is an NHS contractual requirement and therefore the plan considers our NHS patient cohort. However our approach to managing patient safety incidents with all our patient cohorts is managed with uniformity, equity with the principles underpinned by PSIRF.

## **Defining Our Patient Safety Incident Profile**

We reviewed 12 months of logged data from our risk management system, Datix. This included rich levels of detail from feedback (concerns, complaints and compliments) and incidents reported by NHS patients and staff involved in their care. This data was further analysed by classification, risk category, subject area, prevalence etc. Further information was gained through survey results and Trustpilot feedback. Audit outcomes and recommendations also informed our profile.

When planning our assessment of our patient safety incident profile, we considered the scope and types of resources, ensuring proportionality in respect of the nature of the services we provide, whilst still meeting the overall aims of the Patient Safety Incident Response Framework.

Senior team members, including those leading on reporting compliance data, and Contract Leads, have been involved as part of the data review and consultation in the development of the plan. Ascenti works across a number of Integrated Care Boards (ICB) and in line with NHS England's guidance we have agreed to partner with West Yorkshire ICB, where we have the largest patient population.

West Yorkshire ICB will review our patient safety incident profile, including provision of data, if requested and sign-off on this document. We will provide feedback through our audits of compliance and the review of our Patient Safety Response Plan, when due.

This plan covers all MSK (musculoskeletal) and Physiotherapy services provided to NHS patients.

## **Defining Our Patient Safety Improvement Profile**

Ascenti operates an Integrated Governance approach. Our integrated governance combines clinical, corporate and financial governance and ensures that we have in place systems, processes and behaviours by which we lead, direct and control all business and operational functions in order to achieve our objectives, safety and quality of our services and how they relate to patients / service users, the wider community and partner organisations.

Our integrated governance framework aligns the responsibility for clinical governance and patient safety throughout the framework of our business, where it is not just the responsibility of clinicians or our Clinical Governance team, but also that of the organisation in all areas of business operations (e.g. clinical, corporate and financial) and at all levels (e.g. front-line clinicians, operational staff and the Executive Team).

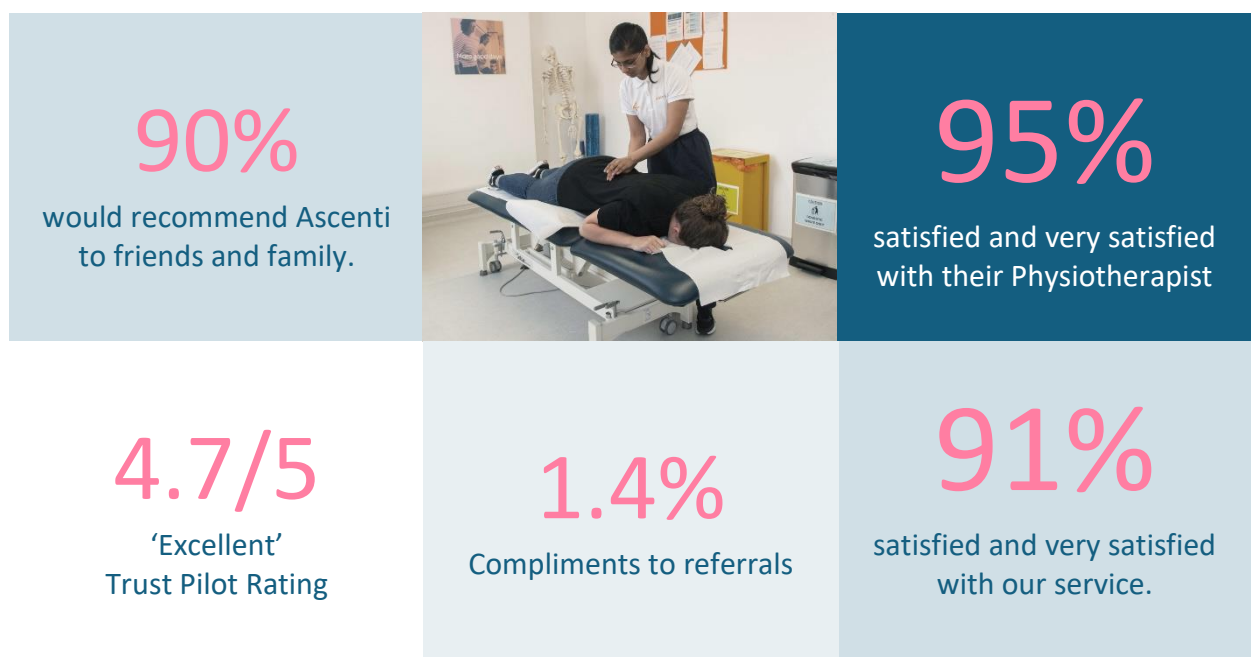
This approach facilitates enablers of whole system working to achieve our aims for safety and quality, throughout our organisational structure, departments and committees, ensuring an environment that:

- Develops and promotes an open learning culture.
- Engages our clinical staff in effective clinical audit and quality improvement.
- Continually focus on effectiveness, experience and quality.
- Identifies and mitigates risks to the safety of patients.
- Identifies serious matters, report, investigate and learn from such incidents or complaints.
- Learns from and ensures that necessary improvements are made following incidents, near misses and complaints.
- Considers and act upon the views and experiences of our patients and their carer's.
- Collects and report information accurately internally/externally and in sufficient detail.

We reviewed 12 months of logged data from our risk management system, Datix. This included feedback and incidents reported by NHS patients and staff involved in their care. This data was further analysed by risk category, subject area etc. Further information was gained through survey results and Trustpilot feedback.

### Data Sources

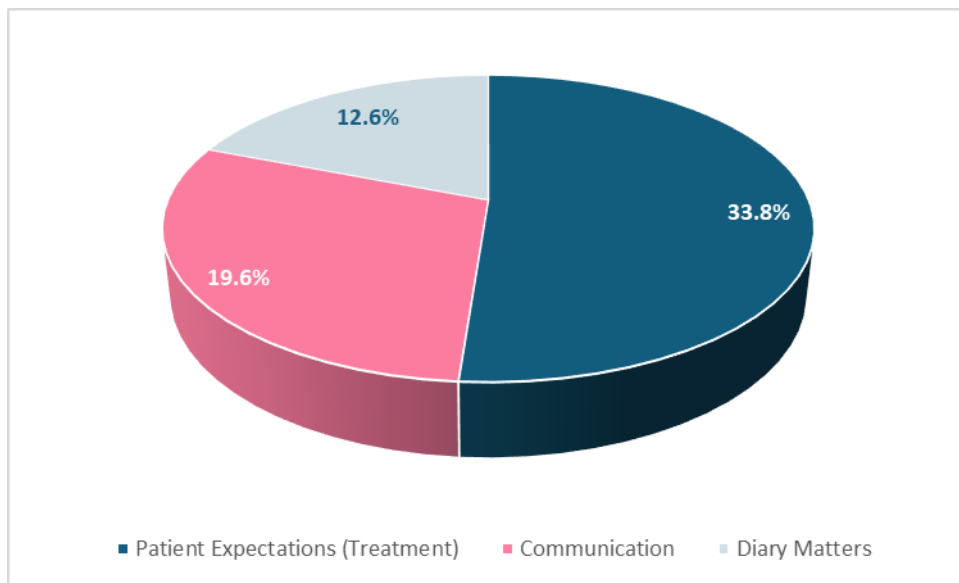
#### Survey Feedback:



Due to the diversity of our services and the national distribution, it has been challenging to bring together a cohort of service users representing all regions. We therefore focused on further analysis of negative feedback from surveys submitted.

*Time period covered is September 2022 – September 2023, information obtained from PowerBI which is the source we now use to obtain data from our risk management system.*

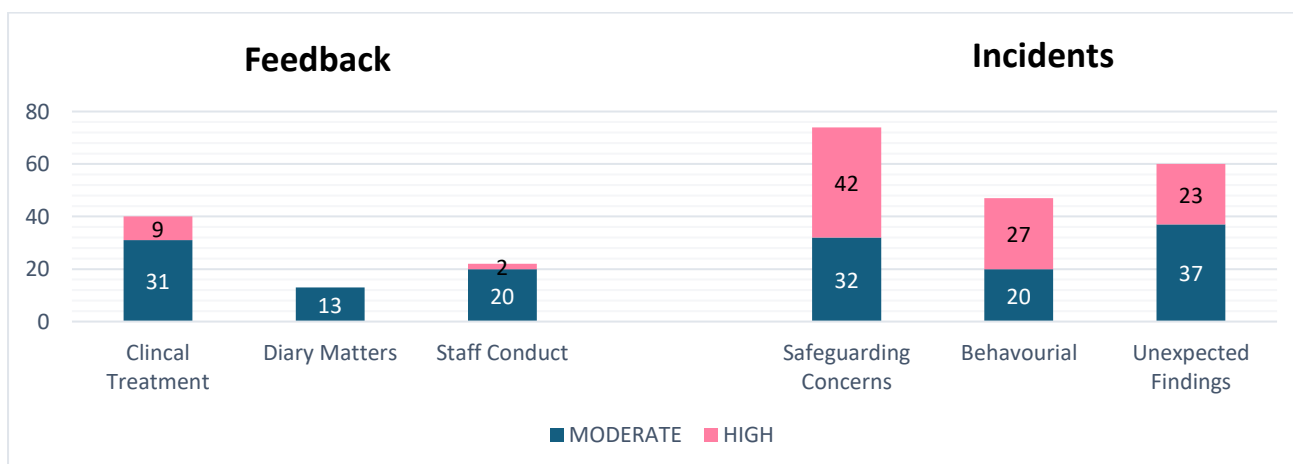
TOP 3 Trends:



We have established the Patient Experience Group (PEG) chaired by our Patient Experience and Governance Lead, who’s focus is to improve:

- Patient Information in preparation for attending appointments.
- Development and enhancement of Patient Zone
- Review and improve administrative support processes, improving patient experience.

*Incident & Feedback Data:*



## Our Patient safety Incident Response Plan: National Requirements

We provide community based MSK Physiotherapy and following a review of our incident and complaints profile none meet the national criteria for Never Events. However, we will collaborate with our Health Partners, where we may have been involved in their patient care pathway.

Our Safeguarding frameworks follow prescribed frameworks.

## Our Patient safety Incident Response Plan: Local Focus

Patient safety feedback/incident type or issue	Planned response	Anticipated improvement route
Clinical Treatment High and Moderate Risk (including medication incidents)	Patient Safety incident Investigation (PSII) or Thematic review	<ul style="list-style-type: none"> <li>• Panel review</li> <li>• RACC (Risk, Audit and Compliance Committee) oversight</li> <li>• Improved training programmes</li> <li>• Dissemination of practice alerts</li> <li>• Improved practice through shared lessons learnt</li> </ul>
Diary Matters (delay to care)	Thematic review	<ul style="list-style-type: none"> <li>• Inform ongoing improvement plans</li> <li>• Reduction in complaints</li> </ul>
Staff Conduct/Behaviour	PSII or Thematic review	<ul style="list-style-type: none"> <li>• Local improvement plans</li> <li>• Internal Formal Procedures</li> <li>• Change to training</li> <li>• Improved practice through shared lessons learnt</li> </ul>
Safeguarding Concerns	Thematic review, LA Safeguarding Referral	<ul style="list-style-type: none"> <li>• Local Designated Safeguard Lead</li> <li>• Incident Review Process</li> <li>• Local improvement Plans</li> </ul>
Unexpected Findings	Thematic review	<ul style="list-style-type: none"> <li>• Local Clinical Improvement Plans</li> <li>• Patient Safety Measures</li> <li>• RACC for Oversight</li> <li>• Improved practice through shared lessons learnt</li> </ul>