NHS Litigation Authority’s (NHS LA) 5 Pledges for Sign up to Safety

Commit to reduce avoidable harm in the NHS by half and make public the goals and plans developed locally

1. The NHS LA has made the support of the Sign up to Safety Campaign an organisational priority and is incentivising its members to sign up to safety as demonstrated in its communications with members on specific ways to benefit from the production of a robust and credible safety improvement plan. It has offered the support of its Safety and Learning team which is proactively engaging with members to ensure they benefit from the NHS LA offer.

Make organisations more resilient to risks, by acting on the feedback from patients and by constantly measuring and monitoring how safe services are.

2. The NHS LA has designed an interactive scorecard analysis tool to help all its members understand their clinical claims profile in terms of value and volume of claims. The Safety and Learning team is working with members to support them in their in-depth reviews of claims and the triangulation of these with incidents, complaints and other safety metrics.

Be transparent with people about progress to tackle patient safety issues and support staff to be candid with patients and their families if something goes wrong

3. The NHS LA is engaging with members to support their understanding of the implications of Duty of Candour. It will work to ensure that members understand that timely and appropriate handling of incidents and complaints will often avoid the progression of these to a claim. It will build on the “Saying Sorry” leaflet by the production of other resources and guidance to support members to implement Duty of Candour. In all its engagement activities, the Safety and Learning Service is signposting members to the need to ensure open Boards are fully informed of and discuss their claims analysis and trends.

Take a leading role in supporting local collaborative learning, so that improvements are made across all of the local services that patients use.

4. The NHS LA’s Safety and Learning Service is actively networking with all patient safety groups and initiatives to ensure that the awareness of claims and the patient driven information from these receive the same patient safety profile as complaints and incidents and are not seen in isolation from these and other metrics.

Help people to understand why things go wrong and how to put them right. Give staff the time and support to improve and celebrate the progress.

5. The NHS LA is building and sharing best practice and safety and learning resources derived from claims data to inform the public and the wider NHS.