



Culture shift causes incident reporting to triple, improving patient safety at Croydon Health Services

Our mission

To improve patient safety through reporting and learning from incidents.

How we made the change

The Trust spearheaded a new movement through LiA, championing honesty, transparency and responsibility to encourage staff to report all incidents – including near misses.

Enabled more detailed analysis, breaking down causes of any incident so we can share what happened and what we can do differently to prevent it from happening again.

An amazing, largest-ever LiA Conversation with 130 staff led to: appointment of 75 Safety Champions; making Datix reporting system more user-friendly and adding an anonymous reporting feature; creating YouTube clips for staff to encourage incident reporting; introducing GREATIX as a forum for staff to highlight and share great practice with colleagues; conducting clinical simulation training which included real incidents to enhance staff learning.



Why we needed to change

In 2016 the Trust was ranked 124th out of 136 NHS Trusts on the National Reporting and Learning System (NRLS), with 4,000 reported incidents.

The difference we made

The Trust now ranks 11th in the country in NRLS, up a massive 113 places! This has been achieved by tripling the number of incidents reported, from 4000 reports in 2015/16 to 12,000 in 2016/17.

As a result, we have seen patient safety improve:

- Moderate (Level 3) incidents reduced from 3.10% to 2.4% - a 23% improvement
- Major (Level 4) incidents reduced from 0.4% to 0.2% - a 50% improvement (better than national average of 0.3%)
- Catastrophic (Level 5) incidents reduced from 0.4% to 0.2% - a 50% reduction in patients suffering serious harm or death.

Seen an average 12% uplift in 5 key LiA Pulse Check questions over the past 2 years: staff feel more engaged, valued, supported at work, and able to deliver safe care. They are increasingly clear that anything (anything!) that potentially compromises care, however minor, will be reported and acted upon, making us safer every day.

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