

16th August 2016

Dear Colleague

RE: Guidance Documents – Adverse / Serious Adverse Incident Reference Guide and Service User / Family / Carer Engagement Guide:

Adverse Incident reporting plays an important part of health and social care's safety and learning culture. The aim of encouraging practices and contractors to report incidents is to identify learning, share good practice and improve quality of care and to prevent recurrence where possible. You will already be aware of the facility for Anonymous Recording of Adverse Incidents by Community Pharmacists via the [Medicines Governance Northern Ireland](http://www.medicinesgovernance.hscni.net) website.¹

Following a number of high profile incidents further HSC wide guidance was issued in 2015 and can be accessed via the [Pharmaceutical Services](http://www.hscbusiness.hscni.net/services/2632.htm) section of the BSO Website.²

However given the unique position of Family Practitioner Services within the HSC, two bespoke documents have been developed specifically to assist family practitioner staff to understand the adverse incident system and to engage and communicate with the service user / family / carers following a serious adverse incident.

- **Reference Guide for FPS Practitioners regarding the Reporting of Adverse Incidents and Serious Adverse Incidents**
- **Engagement / Communication with the Service User / Family / Carers following a Serious Adverse Incident**

¹ www.medicinesgovernance.hscni.net

² www.hscbusiness.hscni.net/services/2632.htm

The documents are enclosed and will be also made available via the BSO website.

Community pharmacists and their staff are well placed to assist in the management of Serious Adverse Incidents (SAIs), especially in terms of user / family engagement due to their knowledge of the patient / family, the ability to respond to questions regarding medications and a potentially reassuring presence for the patient / family in times of difficulty or distress.

I hope you find these documents to be a useful framework. However, please do not hesitate to contact your local office if you require further information or assistance.

Yours sincerely



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