

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 to report incidents is to identify learning, share good practice and improve quality of care and to prevent recurrence where possible.

Following a number of high profile incidents further HSC wide SAI guidance was issued in 2015 and can be accessed via the General Dental Services section of the BSO website:

<http://www.hscbusiness.hscni.net/services/2631.htm>

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**

As primary care contractors, practices and their staff are well placed to assist in the management of SAIs, especially in terms of user / family engagement due to their knowledge of the patient / family, access to clinical information / records,

the ability to respond to direct questions regarding clinical care and a potentially reassuring presence for the patient / family in times of difficulty or distress.

The documents are enclosed and will also be made available via the Primary Care intranet site and the BSO website at the following links :

http://primarycare.hscni.net/risk_management.htm

<http://www.hscbusiness.hscni.net/services/2631.htm>

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.

Belfast Office: Telephone: 028 9536 3926

South Eastern Office: Telephone: 028 9536 3926

Northern Office: Telephone: 028 9536 2823

Southern Office: Telephone: 028 9536 2135

Western Office: Telephone: 028 9536 1010

Yours sincerely



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