

02 March 2015

Dear Colleague

**RE: Guidance on Family / User / Carer Involvement in the case of Serious Adverse Incidents (SAI)**

Guidance has been developed by HSCB/PHA, and approved by the DHSSPSNI, for the HSC regarding engagement with users, families and carers as part of the SAI process.

The guidance refers to the principles of being open with services users, families and carers and outlines the various stages of engagement from recognition that an SAI has occurred to the conclusion of the process. It is intended to be an aid for HSC staff and provides clear advice on the procedures to be followed when communicating with service users / families and carers.

Although the guidance has been written for issue and dissemination across the wider HSC family, it is more reflective of the processes and arrangements that exist within Trusts. As you may be aware, the process for reporting and managing SAIs in Primary Care (General Medical Services, General Dental Services, General Ophthalmic Services and Community Pharmacy) is somewhat different from the arrangements in Trusts and other reporting organisations.

This is largely due to the fact that these organisations have governance teams and a capacity that many individual contractors do not. Examples of the differences include:

- Trusts will identify incidents as SAIs before reporting them to the HSCB, whereas Primary Care contractors reporting incidents complete an AIF1 Form and submit it to their local office for DOIC staff to classify and grade the level of incident

- Trusts will investigate their own SAIs, whereas DOIC staff in the HSCB will undertake a number of operational elements of the process, rather than practices themselves.

While there is clearly a need for Primary Care contractors to be directly involved in the investigation and management of SAIs (including service user / family / carer engagement where appropriate), and to have guidance for this, DOIC intends to develop and issue Service User / Family and Carer guidance which is specific to Primary Care contractors.

It is anticipated that this guidance will be developed in conjunction with each contractor negotiating body, however in the meantime the current HSC guidance can be accessed using the following links:

GP Intranet site – [http://primarycare.hscni.net/pdf/23-02-2015\\_Guidance\\_on\\_communication\\_following\\_a\\_Serious\\_Adverse\\_Incident1.pdf](http://primarycare.hscni.net/pdf/23-02-2015_Guidance_on_communication_following_a_Serious_Adverse_Incident1.pdf)

HSCB site - <http://www.hscboard.hscni.net/publications/2015/23-02-2015%20Guidance%20on%20communication%20following%20a%20Serious%20Adverse%20Incident.PDF>

FPS Medical Services –  
<http://www.hscbusiness.hscni.net/services/2633.htm>

FPS Dental Services -  
[http://www.hscbusiness.hscni.net/pdf/Guidance\\_on\\_communication\\_following\\_a\\_Serious\\_Adverse\\_Incident\\_23.02.15.pdf](http://www.hscbusiness.hscni.net/pdf/Guidance_on_communication_following_a_Serious_Adverse_Incident_23.02.15.pdf)

FPS Ophthalmic Services -  
[http://www.hscbusiness.hscni.net/pdf/Guidance\\_on\\_communication\\_following\\_a\\_Serious\\_Adverse\\_Incident\\_23.02.15.pdf](http://www.hscbusiness.hscni.net/pdf/Guidance_on_communication_following_a_Serious_Adverse_Incident_23.02.15.pdf)

The guidance is also available on the ophthalmic newsfeed page.

FPS Pharmaceutical Services  
<http://www.hscbusiness.hscni.net/services/2632.htm>

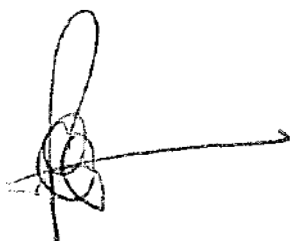
Yours Sincerely



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