

# **Involving people in Serious Adverse Incident Reviews in Health and Social Care**

## **Background**

The Department of Health is currently leading the development of information to support the public when they are involved in a Serious Adverse Incident Review in Health and Social Care (HSC).

A group of people including HSC staff, service users, carers and Department of Health representatives, developed a draft 'Statement of what you should expect in relation to a Serious Adverse Incident Review'. This Statement outlined the process which will be put in place should a Serious Adverse Incident (SAI) take place in a Health and Social Care setting. This seeks to help people who have been impacted by a SAI understand what they should expect from the review and who will be involved in the process.

## **What we asked people**

The Department of Health invited people to review the draft 'Statement of what you should expect in relation to a Serious Adverse Incident Review'.

The survey period ran from 1 March 2019 to 12 April 2019. The survey was placed on the Department of Health website and shared widely to networks including the Patient Client Council membership scheme, and the Northern Ireland Council for Voluntary Action (NICVA).

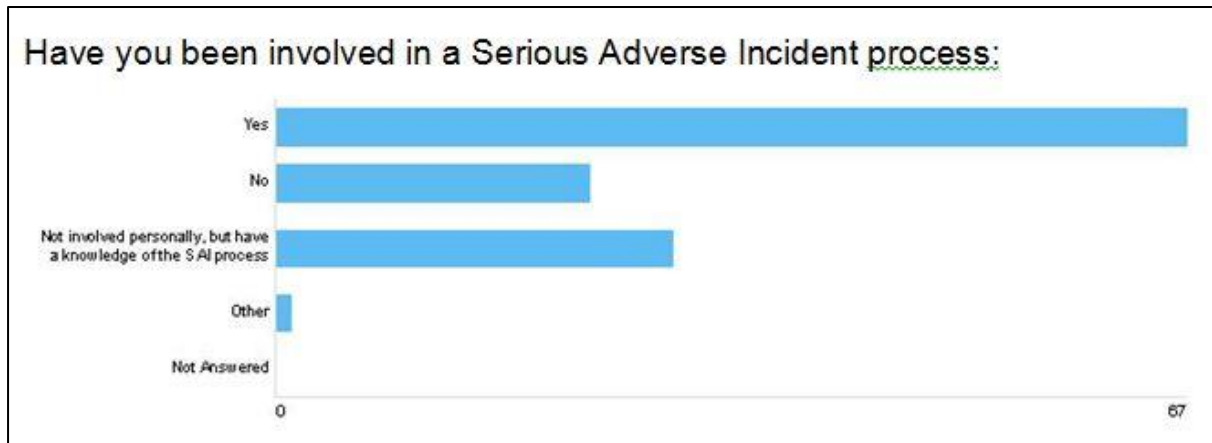
## **Response**

Responses were received from 120 people which included service users, carers, organisations and HSC staff.

The majority of responses (85%) were from Health and Social Care staff, with 17% of these also identifying as service users and/or carers.

Over half of the respondents had been involved in a Serious Adverse Incident or had a knowledge of the current process (table 1).

Table 1 – Respondents who had been involved in a Serious Adverse Incident process in HSC

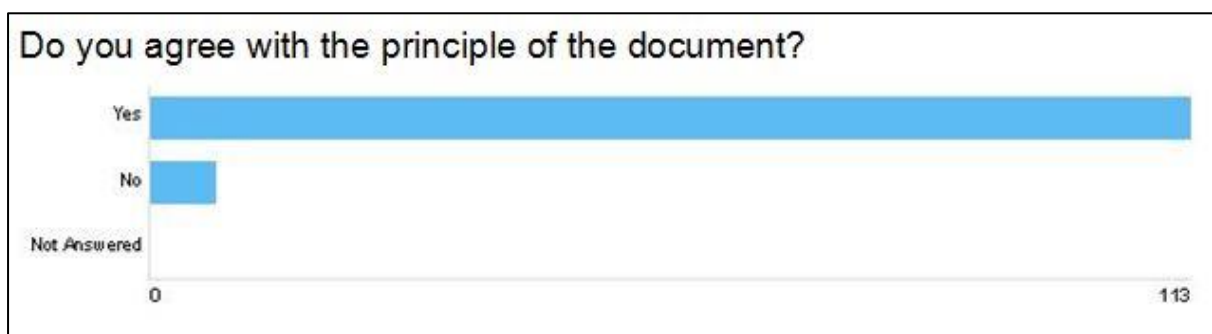


### Key messages

Responses were positive in relation to the draft Statement as it clearly set out what people should expect if involved in a SAI review and the six Rights associated with this.

An overwhelming number of respondents agreed with the principle of the document (table 2).

Table 2 – Responses received in relation to the principle of the document



Responses identified key areas for consideration which included:

- language and terminology needs to be consistent throughout the document;

- plain English required to support effective communication;
- shorter document would support participants;
- staff engagement is required to support implementation.

## **Next steps**

An exercise is underway to review all of the comments received in response to the survey. The 'Statement of what you should expect in relation to a Serious Adverse Incident Review' will then be reviewed by the group and up-dated in-line with feedback.

Further engagement is planned in the autumn to help support the introduction of the 'Statement of what you should expect in relation to a Serious Adverse Incident Review' process

Further information regarding the Hyponatraemia Implementation Programme may be found at <https://www.health-ni.gov.uk/topics/hyponatraemia-implementation-programme>