

# IN-HOUSE NHS ENGLAND APPROVED PSIRF PATIENT SAFETY TRAINING

Facere Melius are the only NHS Framework Provider approved training supplier that worked closely with NHS England in developing tools and guidance to support PSIRF.

In house training can be in-person or virtually for up to 25 delegates, and is a cost effective option for CPD group education led by experienced and highly rated trainers.

# IN-HOUSE CPD TRAINING

We organise in-person and virtual in-house NHS, Social Care and Private Healthcare training tailored to suit your organisation and the CPD needs of your staff.

By working to your brief we can tailor training by:

- Developing a training programme to meet your specific requirements
- Sourcing experienced facilitators who are leaders in their field to deliver the training
- Providing training material
- Ensuring CPD Accreditation, provide CPD certificates
- Providing a full evaluation report of the training

Visit our website for full details of our all conferences & masterclasses

[www.healthcareconferencesuk.co.uk](http://www.healthcareconferencesuk.co.uk)

If you cannot find the training you are looking for, please get in touch as we may be able to source this for you from our wide range of facilitators.

## Why choose in-house training?

In-house training saves time and expense by reducing the length of time staff are away from their workplace.

Benefits of in-house training:

- High quality programmes and content developed and delivered by experienced facilitators
- Cost-effective; cheaper fees and no travel or accommodation costs for virtual training or we can come to you
- Small groups to ensure effective networking and interaction
- Online training materials and resources available for 3 months
- Trainers can meet with you in advance of the training to customise the course to meet your local requirements
- Opportunity to speak with facilitators one-to-one during or post event
- A shorter day, session breaks and time for lunch
- CPD certified; delegates will be provided with a framework for reflection and a certificate on completing the training

For full details of training events contact [katym@hc-uk.org.uk](mailto:katym@hc-uk.org.uk) or call 01932 429933 for a quote



Healthcare Conferences Ltd  
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## OVERSIGHT OF SYSTEMS APPROACH TO LEARNING FROM PATIENT SAFETY INCIDENTS

Facere Melius are the only NHS Framework Provider approved training supplier that worked closely with NHS England in developing tools and guidance to support PSIRF.

This training will support the development of expert understanding and oversight of systems based patient safety incident response throughout the healthcare system - in line with NHS guidance, based upon national and internationally recognised good practice.

This course covers the end-to-end systems-based patient safety incident response based upon the new NHS PSIRF and includes:

- PSIRF and associated documents (PSIRP, PSII standards)
- oversight framework
- effective oversight and supporting processes related to incident response
- maintaining an open, transparent, and improvement focused culture
- importance of communication and involvement of those affected (preventing further harm)
- commissioning and planning of patient safety incident investigations
- complex investigations spanning different organisational, care setting, and stakeholder boundaries



## SYSTEMS APPROACH TO LEARNING: PATIENT AND STAFF INVOLVEMENT IN LEARNING FROM PATIENT SAFETY INCIDENTS

Facere Melius are the only NHS Framework Provider approved training supplier that worked closely with NHS England in developing tools and guidance to support PSIRF.

Training to support the development of expertise involving patients, families, carers and staff when things go wrong, in line with NHS guidance, based upon national and internationally recognised good practice. To include the duty of candour and 'being open' principles.

This course covers the end-to-end systems-based patient safety incident response based upon the new NHS PSIRF and includes:

- Duty of candour regulations
- Being open and apologising when things go wrong
- Challenges/complexities associated with cases where there is more than one investigation
- Effective communication, including dealing with conflict and difficult conversations
- Effective involvement of those affected by a patient safety incident throughout the incident response process to ensure a thorough and richer investigation
- Sharing findings
- Signposting and support: including loss, trauma and stress



## SYSTEMS APPROACH TO LEARNING FROM PATIENT SAFETY INCIDENTS

Facere Melius are the only NHS Framework Provider approved training supplier that worked closely with NHS England in developing tools and guidance to support PSIRF.

Training to support the development of core understanding and application of systems-based patient safety incident response throughout the healthcare system - in line with NHS guidance, based upon national and internationally recognised good practice.

This course covers the end-to-end systems-based patient safety incident response based upon the new NHS PSIRF and includes:

- purpose of patient safety incident response framework
- introduction to complex systems, system thinking and human factors
- restorative just and learning culture
- duty of candour
- involving staff in incident response
- involving patients, families and carers in incident response
- improvement science and developing system improvement plans
- general response techniques
- interviewing and asking questions
- conducting observations, understanding work as done
- systems frameworks
- response types
- patient safety investigation planning, analysis and report writing
- commissioning and oversight of an internal investigation
- a high-level overview of system-based response tools

For  
full details  
of training  
events contact  
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for a quote