

# Patient Safety Reporting Incident Framework (PSIRF)

## Response Plan 2025\_2026

The Patient Safety Incident Response Framework (PSIRF) sets out the NHS's approach to developing and maintaining effective systems and processes for responding to patient safety incidents for the purpose of learning and improving patient safety.

This response plan outlines actions being taken by Turning Point to implement PSIRF in a proportionate and consider way. This plan will be kept under review and will be updated as the implementation progresses.

### 1. Organisational

#### We have taken the following actions:

- Reviewed the guidance produced by the NHS to support providers of NHS services to implement the Patient Safety Reporting Incident Framework (PSIRF)
- Established a core working group within our Risk and Assurance Team to develop our organisational proposal
- Agreed and signed-off our organisational PSIRF approach proposal with senior colleagues and as part of our governance processes
- Developed a high-level action plan with key workstream areas
- Agreed that Turning Point will have its PSIRF approach defined and in place ready for implementation December 2024
- Completed an organisational gap analysis following PSIRF guidance that has provided a comprehensive understanding of current systems and processes to support patient safety incident response, learning and improvement
- Reflected PSIRF principles in the review and of development of systems and processes as required
- Completed a review of our current NHS funding streams and profiled our services to enable a considered and proportionate response
- Adopted the four key aims of PSIRF are:
  - *Compassionate engagement and involvement of those affected by patient safety incidents*
  - *Application of a range of system-based approaches to learning from patient safety incidents*
  - *Considered and proportionate responses to patient safety incidents*
  - *Supportive oversight focused on strengthening response system functioning and improvement.*
- Identified Turning Point's 'Never Events' and included in our update Incidents and Accidents Management policy and procedures
- Reviewed and update Turning Point's Incident and Accident Reporting Policy and Procedure and other associated documents including our incident response matrix
- Review and update Turning Point's Investigation Procedure to incorporate PSIRF requirements (general and for specific services)
- Ensured that sign-off our new approach/es is at the right level for the organisation
- Ensured that the development of our new incident and accident software system (Vantage) reflects the principles and reporting requirements of PSIRF
- Developed better systems and processes to capture learning outcomes more systematically and enable sharing of learning in a more impactful and focussed way
- Reviewed and increased training resources associated with the management of incidents and accidents and investigations specific to PSIRF.
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## 2. NHS funded services

- Ensured that the relevant PSIRF procedures and documents are incorporated into our Incident and Accident Reporting Policy and Procedure
- Ensured that staff at NHS funded services are able to access PSIRF training via the HSSIB portal. Some staff have completed 'safe systems approach' training via the portal.
- Ensured that our NHS funded services are aware of and observe local procedures and are responsive to commissioner requirements
- Reviewed governance and quality monitoring systems to ensure reporting and review of all incidents, including PSIRF, as appropriate.
- As part of our Phase 2 development of Vantage we have implemented a Learning from Patient Safety Events (LfPSE) reporting module that allows Turning Point to report directly into the NHS LfPSE portal via an 'API.' This approach allows information to be captured and monitored by Turning Point to better underpin the sharing of information and learning outcomes and for organisational governance purposes.
- We have as part of Phase 2 development of Vantage establish a direct feed from the Medicines and Healthcare products Regulatory Authority (MHRA) to provide a more robust review and response to alerts.

### 3. Involvement and engagement - our approach to PSIRF

#### We have taken the following actions:

- Our response to PSIRF aims to ensure and enhance our compassionate engagement and involvement following a service user safety incident, taking into account the PSIRF guidance for engaging and involving patients, families and staff following a patient safety incident.

The core elements of this guidance are:

- Engagement principles
  - Creating the right foundations
  - Engagement and involvement process.
- In considering Turning Point's implementation of PSIRF we have considered Incident Management Policy and the Customer Feedback Policy
  - We have reviewed our current investigation procedure against the above elements, considering where our procedure robustly demonstrates these and where there are gaps
  - We have reviewed training resources associated with involvement and engagement for the management of all incidents and accidents and investigations, including PSIRF, as appropriate.

### 4. Monitoring and Review

- Turning Point's PSIRF approach has been implemented as detailed in this response plan for the NHS funded services and adapted for the wider (non-NHS) organisation.
- Implementation will be monitored and reviewed on an ongoing basis and this plan will updated accordingly.
- We have liaised with West Yorkshire ICB about Turning Point's application of the Patient Safety Incident Framework (PSIRF). The ICB provided sign-off of our action plan/ response plan on 24<sup>th</sup> December 2024 as follows:

*Thank you for sending your updated Patient Safety Policy. I have reviewed it and happy to mark you as signed off. NHSE required providers to publish their Patient Safety policy on their websites. If you could arrange for if not already done, please.*

*Please reach out if you have any further questions and/or if you need any help with any aspects of the patient safety strategy.*

#hello my name is...

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### 5. Sign-off of our response plan