

## The Principles of Better Patient Safety Consultation Royal Pharmaceutical Society response

### Principle one: Create a culture of safety

Leaders have a responsibility to lead by example to inspire a just and learning culture of patient safety and quality improvement. They set out to keep people safe, supporting continuity of care, and foster a culture of compassion, listening and restorative practice.

#### *To what extent do you agree or disagree with the first principle?*

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree
- Don't know

#### *You can provide a brief explanation if desired (optional)*

RPS supports Principle One and the importance of creating a culture of safety and quality improvement. The recently published RPS [Patient Safety Professional Standards: Responding to patient safety incidents](#) are clear that patient safety is built on a just culture and highlights that all individuals involved in delivering pharmacy services are equally responsible and accountable for contributing to a culture that supports patient safety, regardless of their role, registration status or professional body.

The RPS Standards encourage pharmacy professionals to create an environment that supports psychological safety and enables individuals to feel confident, supported and empowered to speak up and raise patient safety incidents without fear. They also highlight the importance of sharing learning with relevant individuals and organisations to improve patient safety.

### Principle two: Put patients at the heart of everything

Leaders put the patient at the heart of all the work that they do, with patient partnerships the default position at all levels of the organisation. They consider the needs of patients, working collaboratively with them to identify risks, and deliver person centred care. Leaders ensure that the patient voice is central to fully informed consent and shared decision making.

#### *To what extent do you agree or disagree with the second principle?*

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree
- Don't know

#### *You can provide a brief explanation if desired (optional)*

RPS supports Principle Two and the importance of putting the patient at the heart of everything.

The RPS [Patient Safety Professional Standards: Responding to patient safety incidents](#) highlight the importance of the delivery of safe and effective person-centred care. The RPS work with a number of patient representative bodies who help to inform any policies that we develop or work that we produce. The RPS recognises that the patient voice must be strengthened and fully embedded in all its patient safety strategies going forward.

### **Principle three: Treat people as equals**

Patients are treated with fairness, respect, equality, and dignity. Leaders incorporate the views of all, and proactively seek and capture meaningful feedback from patients, families, and staff. Feedback is acted on, to embed equality of voice.

#### ***To what extent do you agree or disagree with the third principle?***

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- **Strongly agree**
- Don't know

#### ***You can provide a brief explanation if desired (optional)***

RPS supports Principle Three and the importance of Treating people as equals.

The RPS is serious about inclusion and diversity, both for its members and within its own organization and is committed to making inclusion and diversity central to the profession, celebrating and encouraging diverse voices across pharmacy. The RPS [Inclusion and Diversity Strategy](#), a plan for, and by, pharmacy highlights the importance of creating a culture of belonging, championing inclusive and authentic leadership and challenging barriers to inclusion & diversity.

### **Principle four: Identify and act on inequalities**

Health inequalities, and the drivers of health inequalities, are identified and acted upon at every stage of healthcare design and deliver

#### ***To what extent do you agree or disagree with the fourth principle?***

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- **Strongly agree**
- Don't know

#### ***You can provide a brief explanation if desired (optional)***

RPS supports Principle Four and the importance of identifying and acting on inequalities.

The RPS understands the importance of understanding our local population. Pharmacy teams in all settings play crucial roles in supporting people to get the most from their medicines and keep well. By providing accessible health care, pharmacy teams help tackle health inequalities. The RPS have published a position statement ([Tackling health inequalities: Delivering accessible pharmaceutical care for everyone](#)) which focuses on how pharmacy can go even further to reach currently underserved populations and deliver accessible pharmaceutical care for everyone.

### **Principle five: Identify and mitigate risks**

Targeted and coordinated action is directed to mitigate patient safety risks. Leaders escalate new and existing risks to healthcare commissioners and regulators. Staff are supported and empowered to proactively identify risks, hazards, and improvements.

#### ***To what extent do you agree or disagree with the fifth principle?***

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- **Strongly agree**
- Don't know

#### ***You can provide a brief explanation if desired (optional)***

RPS supports Principle Five and the importance of identifying and mitigating patient safety risks.

This principle aligns with the recently published RPS [Patient Safety Professional Standards: Responding to patient safety incidents](#) which provide a broad framework to support the pharmacy profession to continually improve services, shape future services and roles and deliver high-quality care across all settings and sectors.

The standards highlight the importance of reviewing and addressing issues and concerns about responding to and escalating patient safety incidents. They also highlight the importance of recording and reporting in a timely manner using the appropriate internal, local and national reporting mechanisms, regardless of where the patient safety incident originated, to improve patient safety by monitoring and identifying issues that need escalating, enable learning and facilitate the development of local, regional and national solutions.

#### **Principle six: Be transparent and accountable**

Leaders create a culture where there is honest, respectful, and open dialogue and where candour is the default position. This work enables a continuous improvement cycle and ensures that patients and staff do not face avoidable harm due to a cover up culture.

##### ***To what extent do you agree or disagree with the sixth principle?***

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- **Strongly agree**
- Don't know

##### ***You can provide a brief explanation if desired (optional)***

RPS supports Principle six and the importance of being transparent and accountable.

The Duty of Candour is embedded throughout the work of the RPS. The recently published RPS [Patient Safety Professional Standards: Responding to patient safety incidents](#) specifically refer to being open, honest and responsive when a patient safety incident occurs to support professional accountability and the individuals affected by the incident. The RPS is committed to continuous improvement in professional practice supported by a strong evidence and research base and places a high value on an open and transparent culture.

#### **Principle seven: Use information and data to drive improved care and outcomes for patients and help others to do the same**

Leaders use and provide information and data of all types to drive their work, from all sources available to them. They should ensure that good quality data captures and meets the needs of all patients, including those from underrepresented groups. All staff are supported to pass on information relevant to the improvement of patient care. Best practice should be shared widely.

##### ***To what extent do you agree or disagree with the seventh principle?***

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- **Strongly agree**
- Don't know

##### ***You can provide a brief explanation if desired (optional)***

The RPS supports Principle Seven on the use of information and data to drive improved care and outcomes for patients and help others to do the same.

The RPS position paper [Tackling health inequalities: Delivering accessible pharmaceutical care for everyone](#) highlights the crucial role that pharmacy teams in all settings play in supporting people to get the most from their medicines and keep well. By providing accessible health care, pharmacy teams can help tackle health inequalities.

The RPS recognises health inequalities, in particular language barriers in pharmacy and the need for further work to support the pharmacy profession and achieve better outcomes for patients.

The RPS seeks to ensure that the pharmacy profession shares learning and best practice to improve patient safety, promote a learning culture and minimise future risks where relevant and appropriate.

## Importance

***Which of these principles do you consider to be of the highest importance? (optional)***

If more than one principle is of high importance to you, please choose all that apply

Principle one: Create a culture of safety

☐ 2

Principle two: Put patients at the heart of everything

☐ 1

Principle three: Treat people as equals

☐ 6

Principle four: Identify and act on inequalities

☐ 5

Principle five: Identify and mitigate risks

☐ 3

Principle six: Be transparent and accountable

☐ 4

Principle seven: Use information and data to drive improved care and outcomes for patients and help others to do the same

☐ 7

## Usefulness

**Overall, how useful do you think these Principles will be as a guide for senior leaders?**

Please indicate to what extent you agree or disagree with the following statements:

***The principles will be useful when taking strategic decisions.***

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

***The principles will be useful when designing services.***

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

***The principles will be useful when making individual decisions about patient care.***

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

***The principles will be useful when responding to a concern from a patient.***

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

***The principles will be useful after an adverse event.***

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

***The principles will be useful in supporting staff development.***

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

**Additional comments**

If you wish to include any final comments, please do so here (optional)