



Keeping patients safe

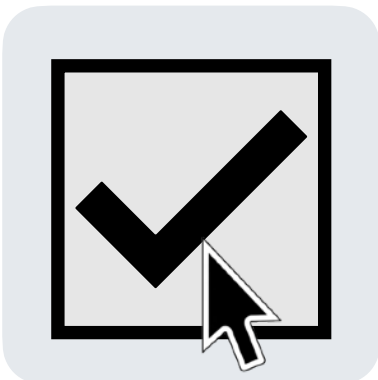
What do you think?



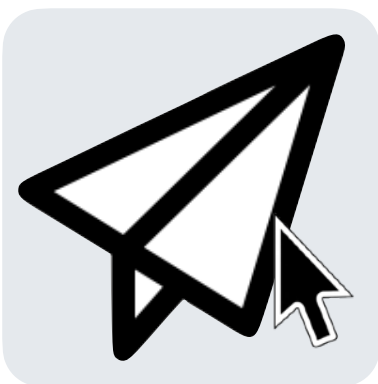
How to use this survey on a computer



You can complete this survey on your computer. First you will need to download it.



When you open the survey on your computer, you will be able to click on the tick boxes and write in the text boxes.



When you have finished the survey, save it to your computer and email a copy to:

[pscenquiries@patientsafety
commissioner.org.uk](mailto:pscenquiries@patientsafetycommissioner.org.uk)

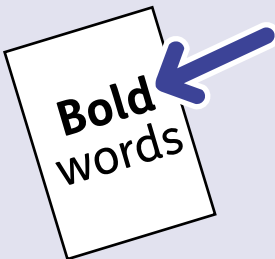
Easy Read



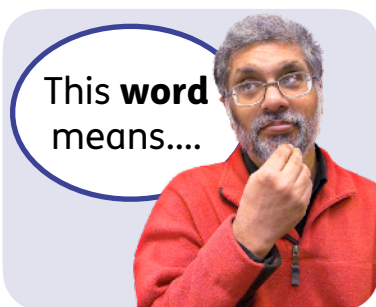
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

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About this booklet



This booklet is from the Office of the Patient Safety Commissioner.



We have written 7 **principles** about keeping patients safe, for health and care services.

Principles are ways of doing things.



We have some ideas about what we think the principles should be.



We want as many different people and organisations as possible to tell us what they think about our ideas.



Please answer the questions in this booklet to tell us what you think.

You can answer the questions by:



- Printing the booklet, writing your answers, then taking a picture and emailing it to us at:

[pscenquiries@patientsafety
commissioner.org.uk](mailto:pscenquiries@patientsafetycommissioner.org.uk)



- Typing your answers into the booklet on a computer.



You must send your answers to us by 6 September 2024.

About us

The Patient Safety Commissioner (PSC):



- Gives advice to the government about keeping patients safe.



- Tells the government what patients think about safety.



We are not part of the government, but work with them.

About our principles



Our principles will help people in charge of health and care services:

- Make services safer for patients.



- Stop patients being harmed when they use services.

The law says that:



- We have to write principles.



- We have to ask people what they think about the principles.

The principles should be used by different organisations, like:



- Health and care services.



- Organisations that buy and pay for health and care services.



- Organisations that check how well health and care services working.



- Organisations that make equipment or other products for health and care services.

The principles will help organisations:



- Make decisions.



- Work together with patients.

The principles and what you think

Principle 1: Work to make sure everyone stays safe.

People in charge of health and care services should:



- Be a good example to others of what to do to keep people safe.



- Listen to patients and staff.



- Make it easy for everyone to learn from mistakes.



Question 1: How much do you agree with principle 1?

Strongly agree

Slightly agree

Neither

Slightly disagree

Strongly disagree

I do not know



Question 1a: If you want to say more about why you have picked this answer, please write it here.

Please do not write more than 250 words.

Principle 2: Patients should be the most important people.

People in charge of health and care services should:



- Think about what patients need.



- Work with patients.



- Make sure patients understand what the treatment means for them so they can properly agree.



- Make decisions together with patients.



Question 2: How much do you agree with principle 2?

Strongly agree

Slightly agree

Neither

Slightly disagree

Strongly disagree

I do not know



Question 2a: If you want to say more about why you have given this answer, please write it here.

Please do not write more than 250 words.

Principle 3: Treat everyone fairly.

People in charge of health and care services should:



- Treat everyone with respect and fairness.



- Listen to what other people think, like:

- Patients.
- Families.
- Staff.



- Change how they work because of what people tell them.



Question 3: How much do you agree with principle 3?

Strongly agree

Slightly agree

Neither

Slightly disagree

Strongly disagree

I do not know



Question 3a: If you want to say more about why you have given this answer, please write it here.

Please do not write more than 250 words.

Principle 4: Understand what affects the health of different groups of people to make services better.

People in charge of health and care services should:



- Try to understand what affects the health of different groups of people.



- Work to make sure everyone can have good health.



Question 4: How much do you agree with principle 4?

Strongly agree

Slightly agree

Neither

Slightly disagree

Strongly disagree

I do not know



Question 4a: If you want to say more about why you have given this answer, please write it here.

Please do not write more than 250 words.

Principle 5: Think about what might go wrong and try to stop it from happening.

People in charge of health and care services should:



- Think about what might go wrong.



- Try to stop it from going wrong.



- Help others to stop it from going wrong.



- Tell others when they are worried that something might go wrong.



Question 5: How much do you agree with principle 5?

Strongly agree

Slightly agree

Neither

Slightly disagree

Strongly disagree

I do not know



Question 5a: If you want to say more about why you have given this answer, please write it here.

Please do not write more than 250 words.

Principle 6: Listen and help everyone be honest.

People in charge of health and care services should:



- Make sure patients and staff feel safe to be honest.



- Use what patients and staff say to make the organisation better.



- Make sure no one is hurt because someone was not open and honest.



Question 6: How much do you agree with principle 6?

Strongly agree

Slightly agree

Neither

Slightly disagree

Strongly disagree

I do not know



Question 6a: If you want to say more about why you have given this answer, please write it here.

Please do not write more than 250 words.

Principle 7: Use the right information to look after patients better.

People in charge of health and care services should:



- Get information from as many places as they can, and make sure the information is right.



- Make sure they get information about different groups of patients.



- Make sure that they understand everyone's needs.



- Talk to everyone about what they learn, and how to give good services.



Question 7: How much do you agree with principle 7?

Strongly agree

Slightly agree

Neither

Slightly disagree

Strongly disagree

I do not know



Question 7a: If you want to say more about why you have given this answer, please write it here.

Please do not write more than 250 words.



Question 8: Which of the principles do you think is the most important?

You can choose more than one answer.

☐

Principle 1: Work to make sure everyone stays safe.

☐

Principle 2: Patients should be the most important people.

☐

Principle 3: Treat everyone fairly.

☐

Principle 4: Understand what affects the health of different groups of people to make services better.

☐

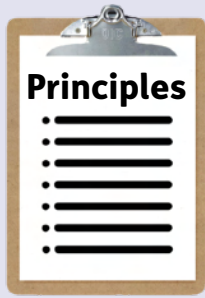
Principle 5: Think about what might go wrong and stop it from happening.

☐

Principle 6: Listen and help everyone be honest.

☐

Principle 7: Use the right information to look after patients better.



Question 9: Is there anything that is not in our principles that you think we should include?

Please do not write more than 250 words.

How useful are the principles?



The next questions are about how useful you think the principles will be for people in charge of health and social care services.



Question 10: How much do you agree that the principles will be useful when making important decisions?

Strongly
agree

Slightly
agree

Neither

Slightly
disagree

Strongly
disagree





Question 11: How much do you agree that the principles will be useful when deciding how to provide health and social care services?

Strongly agree

Slightly agree

Neither

Slightly disagree

Strongly disagree



Question 12: How much do you agree that the principles will be useful when deciding what care to give people?

Strongly agree

Slightly agree

Neither

Slightly disagree

Strongly disagree





Question 13: How much do you agree that the principles will be useful when talking to patients about what worries them?

Strongly agree

Slightly agree

Neither

Slightly disagree

Strongly disagree



Question 14: How much do you agree that the principles will be useful after something has gone wrong?

Strongly agree

Slightly agree

Neither

Slightly disagree

Strongly disagree





Question 15: How much do you agree that the principles will be useful when training staff?

Strongly
agree

Slightly
agree

Neither

Slightly
disagree

Strongly
disagree





Question 16: If you want to say more about why you have given any of your answers about how useful the principles are, please write it here.

Please do not write more than 400 words.

Anything else



Question 17: If you want to say anything else about the principles, please write it here.

Please do not write more than 250 words.

About you



We would like to ask you some questions about yourself.



This helps us to make sure we are hearing from people from lots of different backgrounds.



It also helps us know if some issues are more of a problem for some groups of people.



We want to hear from as many people as possible so we can make sure that healthcare works for everyone.



Question 18: I am answering the questions:

☐

For myself.

☐

For an organisation.

☐

As someone who works in health or social care.



Question 19: Where in the UK do you live, or where is the organisation based?

☐

England.

☐

Scotland.

☐

Wales.

☐

Northern Ireland.

☐

I do not live in the UK.



If you are answering the questions for yourself, or as someone who works in health and social care, please tell us more about you.



Question 20: How old are you?

☐

Under 18.

☐

19 to 24.

☐

25 to 29.

☐

30 to 39.

☐

40 to 49.

☐

50 to 59.

☐

60 to 69.

☐

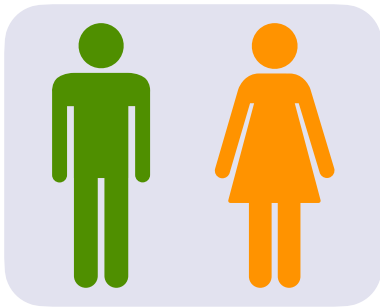
70 to 79.

☐

80 or above.

☐

I do not want to say.



Question 21: I am a:

☐

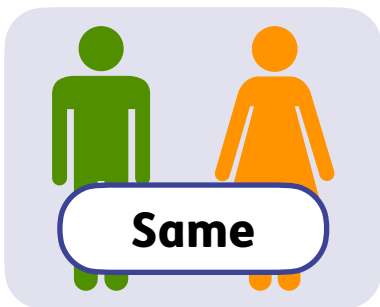
Man.

☐

Woman.

☐

I do not want to say.



Question 22: Is your gender the same as you were recorded as when you were born?

☐

Yes.

☐

No.

☐

I do not want to say.



Question 23: Which of these answers best describes your **sexuality**?

Your **sexuality** is about who you are attracted to.

☐

Heterosexual or Straight - I am attracted to people who are a different gender to me.

☐

Gay or Lesbian - I am attracted to people who are the same gender as me.

☐

Bisexual - I am attracted to more than one gender.

☐

I do not want to say.

☐

Other - please tell us:



Question 24: Which of these answers best describes your **ethnic background**?

Your **ethnic background** is your race and the country that your family comes from.

☐

White, like British, Northern Irish, Irish, Gypsy, Irish Traveller, Roma or any other white background.

☐

Mixed or more than one background, like white and black Caribbean, white and black African, white and Asian or any other mixed or multiple background.

☐

Asian or Asian British, like Indian, Pakistani, Bangladeshi, Chinese or any other Asian background.

☐

Black, Black British, Caribbean, African or any other black background.

☐

Other, including Arab or any other background.

☐

I do not want to say.



Question 25: What is your religion?

☐

Christian.

☐

Buddhist.

☐

Hindu.

☐

Jewish.

☐

Muslim.

☐

Sikh.

☐

No religion.

☐

I do not want to say.

☐

Other.



Question 26: Do you have a disability?

☐

Yes.

☐

No.

☐

I do not want to say.

About your organisation



If you are answering the questions for an organisation, please answer these questions.



Question 27: What is the name of the organisation you work for?



Question 28: Please tell us what type of organisation you work for.

You can choose more than one answer.

☐

A UK government organisation.

☐

An arm's-length body organisation, which works for the government but is not part of it.

☐

An NHS organisation that gives health and care services to patients.

☐

Another NHS organisation.

☐

A healthcare provider that is not part of the NHS.

☐

A social care provider.

☐

A council.

There are more answers on the next page.

☐

A charity.

☐

A Royal College, which is an organisation that supports healthcare staff.

☐

A trade union or an organisation that represents staff.

☐

A university.

☐

Other.

Find out more



You can look at our website here:

www.patientsafetycommissioner.org.uk

You can contact us by:



- Post:
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SW1P 3HZ



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