



Keeping patients safe

Our patient safety principles



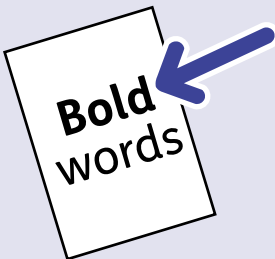
Easy Read



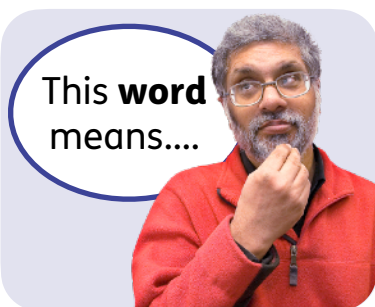
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



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.

About us

The Patient Safety Commissioner (PSC):



- Gives advice to the government about keeping patients safe.



- Tells the government what patients think about safety.



- Is not part of the government, but works 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 had to write principles.



- We had 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.



We asked people what they thought of the new principles.



More than 800 people answered our questions.



The principles we agreed are on the next pages of this booklet.

The principles will help organisations:



- Make decisions.



- Work together with patients.

The principles

Principle 1:

People in charge of health and care services should:



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



- Have good ways to keep people safe.



- Listen to patients and staff.



- Make it easy for everyone to learn from mistakes.

Principle 2:

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.

Principle 3:

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.



- Understand that some groups of people might need extra support to say what they think.



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

Principle 4:

When they are making decisions about what healthcare to provide and how to provide it, people in charge of health and care services should:



- Try to understand what causes **health inequality**, which is when some groups of people have worse health than others.



- Change services to help keep everyone safe and healthy.

Principle 5:

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.



- Help other people tell them if they are worried that something might go wrong.

Principle 6:

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.

Principle 7:

People in charge of health and care services should:



- Help people get information about their own health so they can help make their care better.
- 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.

Find out more



You can look at our website here:

www.patientsafetycommissioner.org.uk

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