



Keeping patients safe

An Easy Read version of the Safety Gap Report



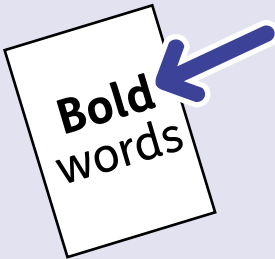
Easy Read



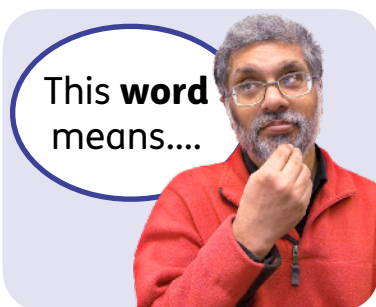
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



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 Patient Safety Commissioner.



We are in charge of checking that health services in England are keeping patients safe.



We did a project to find out more about how patients can get the right medicine and treatment.



This booklet will tell you:

- What the project was about.
- Ways that health services need to change to make patients safer.



The safety of medicine



Health services should follow the **6 Rs** when they are giving medicine to patients.

The first 4 of the **6 Rs** are:



- **Right person** - the medicine is going to the right person.



- **Right medicine** - the person is getting the medicine they need.



- **Right route** - this is how the medicine is taken, like a tablet or an injection.



- **Right dose** - the person is being given the right amount of medicine.

The last 2 of the **6 Rs** are:



- **Right time** - the person is getting the medicine at the right time.



- **Right to decline** - patients can choose not to take the medicine if they do not want to.



It is important that patients have all the information they need about the medicine before they take it.



But 237 million mistakes are still made while giving patients medicine every year.



People with **sensory impairments** can find it harder to get the information they need about medicine.

Sensory impairments are things like sight loss or hearing loss.



**More than
2 million**

More than 2 million people in the UK have sight loss.



**Over 18
million**

Over 18 million people in the UK are deaf or have some hearing loss.

What we looked at in this project



In this project, we looked at the needs of patients who have sight loss and **diabetes**.

Diabetes is a condition where your body cannot deal with sugar properly.

We wanted to look at these two conditions because:



- Diabetes can cause sight loss.



- People with diabetes need to use medical equipment every day to manage their condition.



We listened to people who have sight loss and diabetes to find out more about their needs.



We would like to thank all of the people who came to meetings to talk to us about their lives.

From listening to people, we were able to understand more about:



- How to improve patient safety.



- How to make medicines and medical equipment easier to use.

Patient Safety Principles



During this project, we shared our **Patient Safety Principles** with the public.

Our **Patient Safety Principles** are the ways that health services should think about patients when they give them care.

This project includes ideas from some of the Patient Safety Principles, like:



- Making sure everyone is safe and patients are at the centre of their care.



- Treating people fairly and working on anything that means people get worse care because of their background.



You can read more about the Patient Safety Principles on our website:
www.patientsafetycommissioner.org.uk/principles

Changes healthcare services should make



This project found 4 ways that healthcare services should make changes so patients are safer when taking medicine.

The first 2 are:



1. Work with the government and patients to check that medicines and their packaging are as safe as possible for people with a sensory impairment.



2. The government and people who make medicines should work together to put information about medicines online.



As part of this, they should work with patients to check how putting the information online can help patients with sensory impairments.

The second 2 ways that healthcare services should make changes so patients are safer when taking medicine are:



3. The NHS's Diabetes Team should set up a group of patients who can check what can stop or help people with getting the medical equipment they need.



4. The NHS and the government should make sure the NHS phone app includes a check to see if people need extra support to use health services.

Find out more



You can look at our website here:

www.patientsafetycommissioner.org.uk



You can contact us by:

- Email:
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