

PSIRF Masterclass

Systems Approach to Learning Patient and Staff Involvement in Learning from Patient Safety Incidents

10% card payments discount*
15% group booking discount**

Friday 9th January 2026
Tuesday 3rd March 2026
Wednesday 13th May 2026
Thursday 2nd July 2026
Monday 12th October 2026



Approved
NHS Framework
Provider for PSIRF
Training

Facilitated by:

Jo Perruzza

Former mental health nurse and clinician, clinical leader and senior manager in mental health provider organisations



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Systems Approach to Learning: Patient and Staff Involvement in Learning from Patient Safety Incidents

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Various Dates

OVERVIEW

Facere Melius are the only approved training supplier that worked closely with NHS England in developing tools and guidance to support PSIRF.

Training to support the development of expertise involving patients, families, carers and staff when things go wrong, in line with NHS guidance, based upon national and internationally recognised good practice. To include the duty of candour and 'being open' principles.

This course covers the end-to-end systems-based patient safety incident response based upon the new NHS PSIRF and includes:

- Duty of candour regulations
- Being open and apologising when things go wrong
- Challenges/complexities associated with cases where there is more than one investigation
- Effective communication, including dealing with conflict and difficult conversations
- Effective involvement of those affected by a patient safety incident throughout the incident response process to ensure a thorough and richer investigation
- Sharing findings
- Signposting and support: including loss, trauma and stress

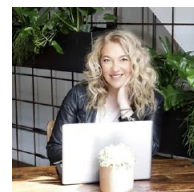
This course can also be delivered in house either in person or virtually for up to groups of 25 – please contact us for more information

WHO SHOULD ATTEND

- Lead investigators conducting patient safety incident investigations
- Executive and service lead for duty of candour
- Executive and service lead for patient safety
- Executive and service lead for the supporting response to patient safety incidents
- Investigators supporting patient safety incident investigations

FACILITATOR

Jo Perruzza is a former mental health nurse and has been a clinician, a clinical leader and a senior manager in mental health provider organisations. With a passion for patient safety and an expert in psychological safety she brings experience of leading internal and external investigations.



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PROGRAMME

- 09.25 Welcome and introduction
- 09.30 Session one
- duty of candour regulations
 - being open and apologising when things go wrong
- 10.15 Comfort break
- 10.30 Session two
- challenges/complexities associated with cases where there is more than one investigation
 - effectively using thematic reviews
- 11.30 Sessions three
- effective communication, including dealing with conflict and difficult conversations
- 12.30 Lunch break
- 13.00 Session four
- effective involvement of those affected by a patient safety incident throughout the incident response process to ensure a thorough and richer investigation
- 14.00 Comfort break
- 14.15 Session five
- sharing findings
 - looking after families and staff post-incident response
- 15.15 Comfort break
- 15.25 Session six
- signposting and ongoing support
- 16.30 Finish



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2025 dates below

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Date

- ☐ Friday 9th January 2026
☐ Tuesday 3rd March 2026
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Conference Fee

£295 + VAT (£354.00) for NHS, Social care, private healthcare organisations and universities.

* Card Discount

10% discount when you book via credit or debit card. This offer is exclusive to card bookings and cannot be used in conjunction with any other Healthcare Conferences UK offer.

** Group Rates

A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

Venue

This is a virtual masterclass will be held on Zoom with a secure log in to online resources live for 3 months.

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