

A Practical Guide to

Managing when a Serious Clinical Incident Occurs

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Wednesday 8 July 2015 Hallam Conference Centre London



Chair and speakers include:

Dr Umesh Prabhu
Medical Director
Wrightington, Wigan and Leigh
NHS Foundation Trust

Donna Forsyth
*Head of Patient Safety
Investigation*
NHS England

Elaine Coady
Serious Incident Investigator
Brighton and Sussex
University Hospitals NHS Trust

Recognised by



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“Serious incidents requiring investigation in healthcare are rare, but when they do occur, everyone must make sure that there are systematic measures in place to respond to them. These measures must protect patients and ensure that robust investigations are carried out, which result in organisations learning from serious incidents to minimise the risk of the incident happening again. When an incident occurs it must be reported to all relevant bodies.”

NHS Serious Incident Framework

This conference, chaired by Dr Umesh Prabhu, Medical Director at Wrightington, Wigan and Leigh NHS Foundation Trust focuses provides a practical guide to managing when a serious incident occurs. With in depth extended sessions on supporting patients and families, supporting staff, working with press and the media, working with police and managing the investigation the conference will provide a supportive case study based approach to ensuring that when an incident occurs in your service you are prepared. Serious clinical incidents can be devastating for all involved and therefore it is essential that responsibilities and actions for dealing with serious incidents are clear and you have the skills and tools available to manage when a serious clinical incident occurs.



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10.10 Chairman's Introduction: Managing when a serious incident occurs

Dr Umesh Prabhu

Medical Director

Wrightington, Wigan and Leigh NHS Foundation Trust

- a step by step guide to managing when a serious clinical incident occurs
- establishing a safe environment
- supporting all involved in the incident
- how can frontline staff prepare: policy and practice
- accountabilities and reporting requirements

10.40 Working with patients and families following an incident

Elaine Spencer

Serious Incident Investigator

Brighton and Sussex University Hospital
NHS Foundation Trust

- working with patients and families when an incident occurs
- liaising with patients and families
- applying 'being open' principles
- our experience in Brighton and Sussex

11.15 *Question and answers, followed by coffee*

11.50 EXTENDED SESSION

Working in partnership with the police on serious incidents, safeguarding concerns and criminal offences

Gary Baker

Ex-police Superintendent and Director

Baker Lomax and Shackley Ltd

- when to involve the police
- thresholds, information sharing, risk assessment and how to assess whether a crime has occurred
- criminal offences and adult safeguarding: working in partnership with the police;
- preventative approaches and managing incidents as they occur

12.50 *Question and answers, followed by lunch*

13.50 EXTENDED SESSION:

Media Training for Healthcare Professionals

Ann Bird

Former Health Editor and Executive Features Editor,

Daily Express Founder, AB Business Training

- what do the media want?
- the best ways to approach the media
- how to come out of a crisis
- using social media for pro-active coverage or in a crisis

14.50 Supporting staff when an incident occurs

Maddy Woods

*Consultant Nurse Medicines Management and Acute Pain
and Lead for Non-medical Prescribing*

Homerton University Hospital NHS Foundation Trust

- how staff feel when a serious clinical incident occurs
- how to support staff through the process
- a day in the coroners court: supporting staff through investigations
- case study: an experience of managing a serious medication error

15.20 *Question and answers, followed by tea*

15.45 EXTENDED SESSION:

Incident Investigation

Donna Forsyth

Head of Patient Safety Investigation

NHS England

- recap on immediate actions in the aftermath of an incident
- a step by step guide to incident investigation
- systems for information gathering
- interviewing staff involved in serious incidents - techniques and tips
- writing the investigation report - techniques and tips

16.30 Coroners inquests and the role of the coroner

Dr Celia Burrell

Consultant Obstetrician and Obstetric Lead

for Risk Management

Barking, Havering and Redbridge Hospitals NHS Trust

- the powers and duties of the coroner
- challenges to the coronial legislative system
- indications for referral to the coroner
- preparing to attend the coroners court

17.00 *Question and answers, followed by close*

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Surname

Job Title

Department

Organisation

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Postcode

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Email

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Please also ensure you complete your full postal address details for our records.

Please specify any special dietary or access requirements

This form must be signed by the delegate or an authorised person before we can accept the booking

(By signing this form you are accepting the terms and conditions below)

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Signature

Date

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Conference Documentation

☐ I cannot attend the conference but would like to receive a PDF containing the conference handbook material, which includes speaker slides, at £49 each.

The PDF will be sent out after the conference, please fill in the 'Your Details' section above for delivery, and the 'Payment' section.

For more information contact Healthcare Conferences UK on **01932 429933** or email **jayne@hc-uk.org.uk**

Venue

Hallam Conference Centre, 44 Hallam Street, London, W1W 6JJ. A map of the venue will be sent with confirmation of your booking.

Date

Wednesday 8 July 2015

Conference Fee

- ☐ £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.
- ☐ £300 + VAT (£360.00) for voluntary sector / charities.
- ☐ £495 + VAT (£594.00) for commercial organisations.

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

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Accommodation

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Confirmation of Booking

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Exhibition

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