

Module 3

Preserve Safety - The Code & Your FtP



Learn More

What the NMC says

You make sure that patient and public safety is not affected.

You work within the limits of your competence, exercising your professional 'duty of candour' and raising concerns immediately whenever you come across situations that put patients or public safety at risk.

You take necessary action to deal with any concerns where appropriate.

Preserve Safety

What is the relevance of preserving safety to FtP



Whistleblowers

We know that currently 18% of our new joiners describe themselves as whistleblowers



Risks of Referral

Raising concerns may increase your risk of being referred



Providing Context

Providing context to the NMC is important

Did any 'custom' or long-standing practice of your team, trust or unit encourage you to act in the way you did or did others do the same thing you did?		N19 Custom and practice
Were you able to raise any concerns safely? (What happened if you tried)		N20 Raising concerns

Preserve Safety

Relating to your case

1. How could your actions involved any risk patients or how could they have done?
2. How did you avoid any risk to patients?
3. How could they have risked colleagues or even yourself? includes psychological
4. If you fulfilled Duty of Candour – what were the patient safety risks you raised and how were these received
5. Do you believe speaking up contributed to your referral?



Preserve Safety

What about the code?

13 Recognise and work within the limits of your competence

To achieve this, you must:

- 13.1 accurately identify, observe and assess signs of normal or worsening physical and mental health in the person receiving care
- 13.2 make a timely referral to another practitioner when any action, care or treatment is required
- 13.3 ask for help from a suitably qualified and experienced professional to carry out any action or procedure that is beyond the limits of your competence
- 13.4 take account of your own personal safety as well as the safety of people in your care
- 13.5 complete the necessary training before carrying out a new role

Preserve Safety

What about the code?

14 Be open and candid with all service users about all aspects of care and treatment, including when any mistakes or harm have taken place

To achieve this, you must:

14.1 act immediately to put right the situation if someone has suffered actual harm for any reason or an incident has happened which had the potential for harm

14.2 explain fully and promptly what has happened, including the likely effects, and apologise to the person affected and, where appropriate, their advocate, family or carers

14.3 document all these events formally and take further action (escalate) if appropriate so they can be dealt with quickly

Preserve Safety

What about the code?

The professional duty of candour

The professional duty of candour is about openness and honesty when things go wrong.

“Every healthcare professional must be open and honest with patients when something goes wrong with their treatment or care which causes, or has the potential to cause, harm or distress.”

Joint statement from the Chief Executives of statutory regulators of healthcare professionals.

15 Always offer help if an emergency arises in your practice setting or anywhere else

To achieve this, you must:

15.1 only act in an emergency within the limits of your knowledge and competence

15.2 arrange, wherever possible, for emergency care to be accessed and provided promptly

15.3 take account of your own safety, the safety of others and the availability of other options for providing care

Preserve Safety

What about the code?

16 Act without delay if you believe that there is a risk to patient safety or public protection

To achieve this, you must:

16.1 raise and, if necessary, escalate any concerns you may have about patient or public safety, or the level of care people are receiving in your workplace or any other health and care setting and use the channels available to you in line with our guidance and your local working practices

16.2 raise your concerns immediately if you are being asked to practise beyond your role, experience and training

16.3 tell someone in authority at the first reasonable opportunity if you experience problems that may prevent you working within the Code or other national standards, taking prompt action to tackle the causes of concern if you can

16.4 acknowledge and act on all concerns raised to you, investigating, escalating or dealing with those concerns where it is appropriate for you to do so

16.5 not obstruct, intimidate, victimise or in any way hinder a colleague, member of staff, person you care for or member of the public who wants to raise a concern

16.6 protect anyone you have management responsibility for from any harm, detriment, victimisation or unwarranted treatment after a concern is raised

Code of Conduct

Case Study

Return to Julia – remember the allegations...



Medication
error

Failure to
escalate a
deteriorating
patient and

Poor communication
with colleagues



Code of Conduct

Case study

Think about concern 1 – Medication error



Which part of the Preserve Safety does this relate to and why?

- 13.** Recognise and work within the limits of your competence
- 14.** Be open and candid with all service users about all aspects of care and treatment, including when any mistakes or harm have taken place
- 18.1** If you have enough knowledge of that person's health and are satisfied that the medicines or treatments serve that person's health needs

Preserve Safety

What about the code?

19 Be aware of, and reduce as far as possible, any potential for harm associated with your practice

To achieve this, you must:

19.1 take measures to reduce as far as possible, the likelihood of mistakes, near misses, harm and the effect of harm if it takes place

19.2 take account of current evidence, knowledge and developments in reducing mistakes and the effect of them and the impact of human factors and system failures (see the note below)



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Code of Conduct

Case study

Think about concern 3 – Failure to escalate a deteriorating patient

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Code of Conduct

Case study

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17 Raise concerns immediately if you believe a person is vulnerable or at risk and needs extra support and protection

Code of Conduct

When Duty of Candour proves difficult...

Seek advice

Acknowledge you could have done better
Inform the NMC what were the blockers
and why

Describe what you could have done better
or differently



Code of Conduct

Get In Touch



E-mail

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NMC Watch

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NMC Watch

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