

Patient Safety Incident Investigation (PSII) information and support for patients, families and carers

Department of Patient Safety

Information for Patients

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What is a Patient Safety Incident Investigation (PSII)?

A Patient Safety Incident Investigation (PSII) starts when an issue occurs with a patient's care. People investigate what happened and why, to find ways to improve things.

The main goal of the PSII is to

- listen to everyone involved
- learn from the incident
- make changes to stop similar issues

It focuses on improving safety while being kind and respectful to everyone.

What to expect from us

Someone from the Patient Safety Team leads the PSII. They are your main contact person.

We promise to support and include patients, families, and carers as much as they want.

This might involve

- discussing any worries
- deciding on key focus areas
- setting an investigation deadline
- reviewing the draft report

We will work with you to understand how to help you be involved in each of these steps, if you want to take part.

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.leicestershospitals.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact InformationForPatients@uhl-tr.nhs.uk

What will happen

We will involve you as much as you wish. You can take part in:

- agreeing on what we will investigate (the 'scope' of the investigation)
- gathering information about the incident
- sharing your views on what happened
- deciding on the end date for the investigation
- reviewing the draft investigation report and giving feedback

At each stage, we will support you to take part if you choose to be involved. You can decide if you want to attend meetings or take part by email, phone, or letter. You can also ask a family member or friend to join you for support or to speak on your behalf if you feel unable to do this.

Understanding you and your needs

We will listen to you, understand what you need, and discuss what happened. We will ask for your ideas on how things can improve. We value your experience and the time you spend sharing it with us.

Giving and getting information

We will decide together how you want to be involved in gathering the information that is needed. This could be through meetings, email, or phone.

You can tell us your preferred method of contact.

You can also ask a friend or family member to join you for support or to speak for you if you don't feel comfortable doing it yourself.

Checking and finalising the investigation report

We will give you a draft version of the investigation report to review and share your thoughts.

The report will explain what happened, why it happened, and suggest ways to improve.

You and the staff review the report.

The Chief Nurse and the Medical Director will approve the report after that.

You will then get a final copy of the report.

Next steps

After the investigation, we will ask you to share your experience to help us improve safety and make things better in the future. Your thoughts are important to us.

Thank you for helping us stop similar incidents from happening again.

Patient Safety Team PSII Lead contact details

Name:

Email:

Number:

Available:

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغة أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل

જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

Previous reference:

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