Patient Safety Incident Response Plan

Pathways Associates CIC

Effective date: January 2026

Revision date: March 2026

Estimated refresh date: July 2027 (or sooner if significant changes in legislation, guidance, or organisational activities occur)

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Introduction

This Patient Safety Incident Response Plan (PSIRP) sets out how Pathways Associates CIC intends to respond to patient safety incidents over a period of 12 to 18 months. This plan is not a permanent rule and remains flexible to the specific circumstances of each incident and the needs of those affected.

As a co-production focused Community Interest Company, we embrace a Just and Learning Culture. We focus on *what* was responsible rather than *who* was responsible, empowering our staff, independent clinicians, and Experts by Experience to report concerns without fear of blame.

Our Services

Pathways Associates CIC operates an Expert Hub, which supplies Experts by Experience and independent clinicians to Care and Treatment Reviews (CTRs). While we do not provide direct care or treatment to NHS patients, our teams interact with them during the course of their work and have a formal duty to report any patient safety incidents they encounter.

Defining Our Patient Safety Incident Profile

To identify the patient safety issues most pertinent to our organisation, we engage with the following:

- Stakeholder Engagement: We collaborate with our Experts by Experience, independent clinicians, and the NHS organisations that commission our Expert Hub services.
- Data Sources: We review data from our online CTR Review Survey, where staff and experts are prompted to raise any safety concerns or incidents.
- Health Inequalities: We focus on the specific needs of people with learning disabilities, autistic people, and those with mental health issues to ensure no group is disproportionately impacted.

Defining Our Patient Safety Improvement Profile

Our improvement profile is centred on enhancing the quality of CTRs and ensuring the safety of those involved. Current focus areas include:

- Training: Comprehensive training for all staff and experts in PSIRF principles, compassionate engagement, and trauma-informed practice.
- Engagement: Prioritising early, empathetic communication and involving affected individuals in the learning process.

National Requirements

As Pathways Associates does not provide direct clinical care, our response to national requirements (such as Never Events) involves immediate reporting to the relevant commissioning body.

Patient Safety Incident Type	**Required Response**	**Anticipated Improvement Route**
Incidents meeting Never Event criteria	Report to commissioning ICB/NHS Trust within 24 hours	Reflect actions in PSIRF plan and monitor via governance
Death likely due to care problems	Report to commissioning ICB/NHS Trust within 24 hours	Collaborate with ICB-led investigation
Each Baby Counts criteria	Report to commissioning ICB/NHS Trust within 24 hours	Feed local actions into quality improvement strategy

Local Focus

Because we do not provide treatment, Pathways Associates does not conduct clinical investigations itself. Our local focus is on the timely reporting and collaborative learning following an incident.

Patient Safety Incident Type or Issue	**Planned Response**	**Anticipated Improvement Route**
Concerns raised via CTR Review Survey	Initial review by Expert Hub Lead	Inform ongoing improvement of CTR protocols
Direct report to Chief Executive	Immediate notification to commissioning body	Build case for new safety resources or training
Identified Health Inequality issue	Immediate notification to commissioning body	Update practice guidance
Learning from Patient Safety Events (LFPSE)	All incidents will be reported through the LFPSE regardless of level of investigation required.	Update practice guidance

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Stakeholder Engagement

To define our patient safety incident profile and ensure our response plan is grounded in reality, we collaborate with a diverse range of stakeholders who bring both professional expertise and lived experience to the table. Our engagement process is built on the principles of **co-production** and **inclusion**, ensuring that those most affected by our services have a direct voice in how we manage safety.

Who We Engage

- **Experts by Experience:** We place lived experience at the heart of our safety profile by involving the experts by experience who work within our Expert Hub.
- **Independent Clinicians:** We collaborate with the clinicians who attend Care and Treatment Reviews (CTRs) to understand the clinical risks and safety issues they encounter.
- **NHS Patient Safety Partners (PSPs):** As we are not an NHS organisation, we do not appoint our own PSPs. Instead, we actively involve Patient Safety Partners from the **NHS organisations and Integrated Care Boards (ICBs)** that commission our Expert Hub services.
- **Staff and Leadership:** Our internal teams, including the Board and Expert Hub Lead, provide oversight and report on safety trends.

How Stakeholders Are Involved

- **Defining the Profile:** Stakeholders help identify the patient safety issues most pertinent to our work by reviewing data from the past two to three years.
- **Providing a Patient Perspective:** NHS Patient Safety Partners assist by reviewing incident data and developing safety resources to ensure a robust patient perspective is maintained.
- **Continuous Feedback Loops:** Our staff and Experts by Experience use the **online CTR Review Survey** to raise concerns, which directly informs our understanding of recurring safety themes.
- **Strategic Planning:** Every four years, we undertake a more rigorous planning exercise involving wider stakeholder engagement to ensure our long-term safety strategy remains effective.

- **Compassionate Engagement:** We ensure that following any incident, we support the ICB to listen to the concerns of patients, families, and staff, providing clear and accessible information throughout the learning process.