



What can I expect?

Respect: We will be open and honest with you and treat you with care and compassion.

A named contact: We will appoint a link person to engage with you/ your family. This person will discuss with you, the plan for review, your involvement in it and your support needs.

Updates: We will keep you informed throughout the review process and in particular if there are any delays.

On completion of the review: We will inform you when the review is complete, provide you with a copy of the report and invite you to meet and discuss this with us.

Improving Safety: Completed review reports and any associated learning may be used for audit, teaching and research at both local and national level to improve safety.

Incident Review

Service User Information Leaflet

Name of Contact Person:

Telephone:

Email:

What is an incident review?

When something goes wrong in health and social care services, a review is carried out to find out what happened, why it happened and what can be done to reduce the risk of it happening again or to someone else.

Reviews are therefore about providing you with answers and to identify learning which can be shared in an anonymised manner to make the health and social care system better. Reviews are about identifying learning to improve services and not blaming individuals.

The participation of service users and/or their families in this process is to be welcomed.

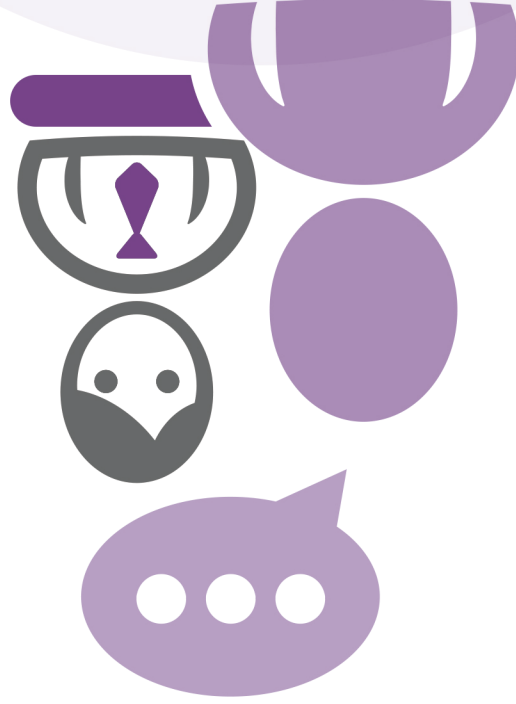
What do I have to do?

Your views and your experience are valued and you may have information about what happened that is relevant.

We wish to engage you in the review process and listen to any questions that you would like addressed.

Sometimes people don't want or don't feel able to get involved and that is understandable. Our experience is that even when people don't want to meet us as part of a review, they like to be kept updated and get a copy of the final report.

If you do not want updates or a copy of the report, please let us know.



Who carries out the review?

A senior manager appoints a person or people with relevant experience who were not involved in the incident to carry out the review. We would like to assure you that all members of review teams (internal and external to this organisation) are required to treat any personal information relating to your care or the care of your relative in the strictest of confidence and in line with data protection requirements.

The reviewer(s) will gather information for example the healthcare records of the person harmed, engage with people involved and write a report. The report will include details of lessons learned and recommendations to make services safer.

I consent to the reviewers having access to my/my relative's healthcare record

Y / N

I would like to be involved in the review process

Y / N

I consent to the review report being included on the National Incident Management System.

Y / N

I am aware that lessons learned as part of the review may be shared (locally and/or nationally) in an anonymised manner to help improve services and patient safety.

Y / N

Signature

Print name:

Address:

Email:

Phone:

Date:

For Office Use Only:

NIMS Number:

Contact Person:

Email:

Phone: