

Dr Henrietta Hughes

Patient Safety Commissioner

Implementing Martha's Rule

British Association of Critical Care Nurses

Aberdeen

7 October 2024



Patient Safety Commissioner role

- To promote patient safety in relation to medicines and medical devices
- To promote the value of listening to patients

PSC Strategy

- Align the healthcare culture
- Patient voice in the design and delivery of healthcare



To drive the alignment of the healthcare system to deliver a just and learning safety culture

We will call for a Safety Management System for the healthcare sector to reduce patient harm to as low as reasonably possible

We will call for improvements in signal detection through the MedTech strategy and mandatory reporting of Yellow Cards

We will call for an overhaul of the complaints process and clinical negligence in the healthcare system, promoting restorative practice to support patients, families and healthcare workers



To support initiatives which amplify all patient voices and empower patients to make informed decisions about their care

We will drive the design and development of Martha's Rule to empower patients and families to seek a rapid review

We will call for informed consent and supported decision making so all patients are fully informed about the benefits, risks and alternatives when a medicine or medical device is used

We will support calls for greater transparency of payments and for registers of interest of healthcare professionals



To advocate for partnerships which embed patient safety and patient voice throughout the healthcare system

We will work with healthcare organisations to ensure Patient Safety Partners are embedded across England and are upskilled as required

We will advocate for the promotion of a safety culture across the health system including training in patient safety for board members

We will join cross-system and global initiatives to advocate for all patient voices to be central to the design and delivery of healthcare

PSC Strategy



To drive the alignment of the healthcare system to deliver a just and learning safety culture

We will call for a Safety Management System for the healthcare sector to reduce patient harm to as low as reasonably possible

We will call for improvements in signal detection through the MedTech strategy and mandatory reporting of Yellow Cards

We will call for an overhaul of the complaints process and clinical negligence in the healthcare system, promoting restorative practice to support patients, families and healthcare workers



To support initiatives which amplify all patient voices and empower patients to make informed decisions about their care

We will drive the design and development of Martha's Rule to empower patients and families to seek a rapid review

We will call for informed consent and supported decision making so all patients are fully informed about the benefits, risks and alternatives when a medicine or medical device is used

We will support calls for greater transparency of payments and for registers of interest of healthcare professionals



To advocate for partnerships which embed patient safety and patient voice throughout the healthcare system

We will work with healthcare organisations to ensure Patient Safety Partners are embedded across England and are upskilled as required

We will advocate for the promotion of a safety culture across the health system including training in patient safety for board members

We will join cross-system and global initiatives to advocate for all patient voices to be central to the design and delivery of healthcare

Martha Mills



A whole system approach



DEMOS



Martha's Rule - the plan

Structured approach to listening

24/7 escalation route to CCOT for staff

Patients have access to same escalation route

Martha's Rule - the plan

Structured approach to listening

24/7 escalation route to CCOT for staff

Patients have a 24/7 escalation route

This is
Martha's
Rule

Martha's Rule

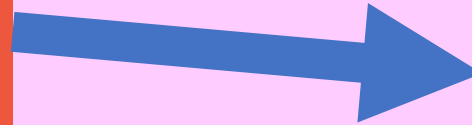
Safer for patients

Safer for staff

Safer for all



Martha's Rule as a paradigm shift



Listening thermometer

Personal
Compassionate
Timely
Relevant
Used for learning

Impersonal
Generic
Timely

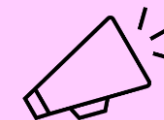
No response
Defensive
Irrelevant
Slow
Siloed



L
E
A
D
E
R
S
H
I
P



Listen to patients, be curious, develop and trust your instinct



What's needed

Leadership

Listening

Partnership

Patient Safety
Commissioner
Listening to Patients



Website: www.patientsafetycommissioner.org.uk

Twitter/X: @PSCommissioner

Email: Commissioner@PatientSafetyCommissioner.org.uk

