

QS02

Management of Safety Alerts and Important Notifications Policy

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1. Policy Statement

Safety Alerts and Important Notifications are developed and distributed to Velindre University NHS Trust, to support and direct solutions required to improve patient safety. The NHS Wales Delivery Unit has been given the authority by Welsh Government to lead on the vital role of adapting existing Patient Safety Solutions, so that they are applicable for Wales. Key safety risks, concerns and solutions are identified and developed at a national level, and where appropriate are adopted in Wales through a collaborative approach. The Delivery Unit is responsible for distributing Patient Safety Solutions at an all-Wales level to help manage risks identified and monitor compliance with NHS Wales's organisations.

The purpose of this procedure is to set out and ensure an effective internal management system within Velindre University NHS Trust for the distribution, monitoring and compliance of all Safety Alerts and Important Notifications received throughout the Trust. The Trust must be able to demonstrate that it has responded appropriately to alert information that is received, and evidence that robust audit trails are in place which confirm that appropriate actions have been taken within a reasonable time period.

It does not replace the duty and professional accountability of staff to report any adverse incidents with a medical device, hazardous product or unsafe procedure.

Working to a defined standard will reduce variations, so that solutions are relevant and useful to Velindre University NHS Trust and should avoid unnecessary overload of solutions work.

2. Responsibilities

The Chief Executive has overall responsibility for the management and oversight of all alerts and notifications management process, alert compliance, implementation and sign off within the Trust. For the practical operation of the system the Chief Executive has delegated this responsibility to the Corporate Quality and Safety Department (Quality, Safety and Assurance Manager's) who have a central role in ensuring that key personnel receive the solutions for actions, as considered appropriate by Velindre University NHS Trust. The role requires responsibility for acknowledging, disseminating, closing off safety alerts and providing feedback to relevant service divisions within designated timescales

The Divisional Directors have responsibilities to ensure arrangements are in place locally for the dissemination, action, and review of alerts within their area(s) of activity and responsibilities. This includes the nomination of an assigned nominated lead for the alerts and notification process and is set out in **APPENDIX 1** within this policy.

If, following the implementation of alert, information needs to be shared to identified staff, this will be done so via the most appropriate method of communication. All staff who receive information are responsible for ensuring they understand and apply to their practice.

2.1 The nominated Trust lead/deputy is responsible for:

- The onward distribution within the Trust to the Velindre Cancer Service and Welsh Blood Service Divisional leads.
- Consulting with the Divisional leads nominated to review the alert.
- Monitoring progression of solutions against set deadlines.
- Liaising with the Delivery Unit, updating the Datix Alerts Module, to ensure up to date and robust compliance recording.
- Confirming to the Delivery Unit the Trust compliance status by the deadline set out within the alert.
- Attending the All-Wales Patient Safety Solutions Reference Group contributing to the development and oversight of solutions compliance.

2.2 The service leads are responsible for:

- Receiving alerts via the Corporate Quality & Safety Department on behalf of their Division and speciality area.
- Acknowledging all alerts and to confirm if the alert is applicable within 48 hours of receipt.
- Ensuring the review of alerts and identifying appropriateness for the service.
- Undertaking a baseline assessment against Divisional compliance, risk assessing the issues involved and adding to the Risk Register if appropriate.
- Ensuring actions are identified and implemented within the area of responsibility to enable compliance with the alert.
- Leading on completing the actions held within the action plans and return compliance status to the Corporate Quality and Safety Department.

3. The various types of Safety Alerts and Important Notifications include:

- Patient Safety Alerts
- Patient Safety Notices
- Ministerial Letters
- Pharmaceutical Alerts
- Product Recalls and Manufacturer/Field Safety Notices
- Estates and Facilities Alerts
- Medical Device Alerts
- Security Alerts
- Healthcare Inspectorate Wales Reports
- Regulatory agency reports e.g., Health and Safety Executive, Fire authority, Human Tissue authority
- Accreditation visit reports
- Internal Safety Notices (Health and Safety)
- Internal Safety Notices (Patient Safety)
- Professional Regulatory Alerts

This list is not exhaustive and from time-to-time other important notifications may be received which require an equivalent response by the Trust. NHS organisations are required to submit responses on the action they have taken and are monitored on their compliance with completing such alerts within agreed deadlines when required.

4. Safety Alerts Oversight Arrangements

The Trust Integrated Quality & Safety Group is responsible for monitoring and overseeing the implementation of national safety alerts through receipt of at least a quarterly position report. The Group is also responsible for commissioning implementation and assurance audits. The outcomes and outputs will be reported quarterly to the Quality, Safety & Performance Committee.

5. Record Keeping

The Corporate Quality and Safety department is responsible for maintaining a register of all publications received and monitoring follow-up action status for reporting to the Trust Quality, Safety and Performance Committee.

To ensure the Trust is operating a robust system for managing alerts regular monitoring will be carried out. Quarterly reports outlining performance will be reported to the Trust Quality, Safety and Performance Committee.

6. Audit and Review

An annual audit will be undertaken by the Trust Corporate Quality and Safety Department to assess ongoing compliance with actions and timeframes and will include a review against compliance of twenty percent of Safety Alerts and Important Notifications received within each financial year.

The audit outcome will be reported to the March Trust Quality, Safety and Performance Committee.

Appendix 1

Nominated assigned leads

Type of safety alert / notification	Divisional nominated leads	Department	Responsible group
Patient safety alerts	VCC: Head of Nursing Quality and Safety Manager WBS: Head of Quality Assurance	VCC & WBS Quality and Safety Department	VCC SLT/WBS SMT/ Integrated Quality & Safety Group
Patient safety notices	VCC: Head of Nursing Quality and Safety Manager WBS: Head of Quality Assurance	VCC & WBS Quality and Safety Department	VCC SLT/WBS SMT/ Integrated Quality & Safety Group
Ministerial Letters	Board Secretary	Corporate Governance Department	Executive Management Board
Pharmaceutical Alerts	VCC: Head of Pharmacy /deputy	VCC Pharmacy Department	Medicine Management Group
Product Recalls and Manufacturer /Field Safety Notices	Head of Estates Health, Safety & Environment Officer (WBS)	Estates Department / Health and Safety	Health & Safety Management Group
Estates and Facilities Alerts	Head of Estates (VCS) Health, Safety & Environment Officer (WBS)	Estates Department /Health and Safety	Trust Health & Safety Management Group
Medical Device Alerts	VCC Medical Physics lead	VCC Medical physics	Trust Health and Safety Management Group
Security Alerts	Head of Estates	Estates Department	Trust Health & Safety Management Group
Healthcare Inspectorate Wales Reports	Corporate: Head of Quality and Safety VCC: Head of Nursing Quality and Safety Manager WBS: Head of Quality Assurance	Corporate Quality and Safety Department Divisional Q&S Teams	VCC SLT/WBS SMT/ Integrated Quality & Safety Group
Regulatory agency reports e.g., Health and Safety Executive,	VCC: Head of Nursing Quality and Safety Manager WBS: Head of Quality	Corporate Quality and Safety Department	VCC SLT/WBS SMT/ Integrated Quality & Safety Group

Fire authority, Human Tissue authority	Assurance Corporate: Head of Quality and Safety Department	Divisional Q&S Teams	
Accreditation visit reports	Head of Corporate Governance	Corporate Governance Department	Executive Management Board
Internal Safety Notices (Health and Safety)	Health and Safety Manager	Health and Safety Department	Trust Health & Safety Management Group/Local Groups
Internal Safety Notices (Patient Safety)	VCC: Head of Nursing / Quality and Safety Manager WBS: Head of Quality Assurance	Divisional Quality and Safety Departments	VCC SLT/WBS SMT/ Integrated Quality & Safety Group
Professional Regulatory Alerts	HR Officers Medical/Clinical Directors Professional Heads of Department	VCS/WBS Divisions/Ho sted Organisation s	Professional Groups: PNF, AHP & Health Science Meeting Executive Management Board