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Patient Safety - Learning from Human Error

Information note for our members

This module differs from previous PBSGL modules in that the information section is related to safety incidents from the transport industry. Examples from the transport industry have been chosen that reflect an incident that led to significant harm. (We have included some photographs to add realism to the transport incidents).

Each of the three healthcare cases describes a common incident from primary health care and group members are encouraged to learn from each other about how safety is managed in their practice. There are lessons that can be drawn from the transport safety incident for each healthcare case.

These cases are longer than is usual for PBSGL, so groups may want to focus on two cases in this module if time is short. Unlike other PBSGL modules, there are no case commentaries as the authors feel that the groups themselves will provide the solutions to the issues discussed. This module is the second in a series on patient safety, a module on high risk medicines was published in early 2013. A third module on the safe handling of test results is planned for 2015.

INTRODUCTION

Patient safety is attracting increasing attention from the NHS, The Government and also from patients. Problems relating to hospital acquired infections such as MRSA and *Clostridium difficile* compete for media attention with poorly performing hospitals and under-performing