**Clinical Governance Report 2017 – 2018**

Christina shared a brief article outlining exactly what governance is. Basically it is everyone’s responsibility to protect the practice patient population and safeguard them from untoward incidents and to try and establish ‘best practice’. Most things come under governance from confidentiality to smartcards and incorporating learning by noting significant events, serious incidents (SIRMS) as well as complaints (both staff and patient), compliments and comments.

Christina has collated figures on the following:

* Significant Events,
* SIRMS,
* Complaints,
* Compliments,
* Comments,
* Family and Friends.

**Significant Events**

From April 2017 to March 2018 the practice has recorded 35 SEAS from these 35 events (a copy on file and electronic) there was a breakdown of the following:

* Patient not reviewed by hospital - 1
* Breach of confidentiality – 3
* Medication errors on hospital discharge – 3
* Safeguarding – 9
* District nurses – 1
* Pharmacy error – 3
* Internal issues – 5
* Non notification of death – 3
* New cancer diagnosis – 3
* Cyber attack – 1
* Clinical letters missing – 2
* NECS – 1

From these 35 events 22 were escalated to SIRMS.

**SIRMS (Safeguarding, Incident and Risk Management Systems)**

22 significant events were escalated to the SIRMS team CCG. (a copy of log in file and electronic). There is a breakdown of these as follows:

* No further action – 1
* Trust Patient, Safety and Risk Team – 7
* Investigated further – 3
* No feedback – 3
* Safeguarding – 5
* Community pharmacy, dentistry and optometry services monthly report - 3

**Complaints**

Between April 2017 and March 2018 the practice has 3 informal complaints. All complaints have been verbal. None of these complaints were taken any further and therefore needed no action. One complaint was regarding the radio – unfortunately we need to radio so that consultations taking place cannot be overheard. Yes it is correct that the TV has sound but not enough of its screens have volume that would mask the consultation rooms. Apologies for those who dislike radio noise.

**Compliments**

10 compliments from April 2017 – March 2018 were received Thank you to all the patients who leave small tokens of thanks for the staff such as biscuits and especially at Christmas when may boxes of chocolates are received. Small gestures like this make the staff feel appreciated and that they are doing a good job.

**Comments**

NHS choices, website and the personal approach have all been used to capture patient comments.

No comments have been received from NHS Choices