

FAQs: Standards & online self-assessment toolkit

Prior to purchase

- **How were Patient Safety Learning's Standards and the online self-assessment toolkit developed?**

The rationale for the Standards and toolkit began with research into 'Why harm is persistent' and publication of our Green Paper, 'A Patient-Safe Future'. This was followed by our report, 'A Blueprint for Action', that drew on over twenty years of quantitative and qualitative data, insights and evidence into patient safety and avoidable harm. Following discussion, consultation and research, the combined outputs led to the development of the Standards and self-assessment toolkit. A document detailing the complete Development Process is available [here](#), or by contacting standards@patientsafetylearning.org

- **Where can I get more information about them?**

More detailed information is available in our brochure, 'Improve your standards by meeting ours'; or [here](#). Or by contacting standards@patientsafetylearning.org

- **Where can I buy the online self-assessment toolkit and / or other component elements of the Standards 'pack' i.e., 'What Good Looks Like' manual and / or Summary Reference Booklet?**

By contacting standards@patientsafetylearning.org

- **How much does the online self-assessment toolkit cost? What are the costs of the other component elements of the Standards 'pack'? Also, consultancy support & other services?**

Costs related to Patient Safety Learning's products and services are available by contacting standards@patientsafetylearning.org

- **Can we buy the online self-assessment toolkit without buying the Standards' 'What Good Looks Like' manual and / or Summary Reference Booklet?**

Initial purchase of the online self-assessment toolkit comes with three free copies of both the manual and summary reference booklet.

- **Can we buy the Standards' 'What Good Looks Like' manual and / or Summary Reference Booklet without buying the online self-assessment toolkit?**

Yes, copies of both can be bought separately.

- **What are the licence arrangements and timescales for use of the online self-assessment toolkit and overall Standards 'pack'?**

Initial use of the toolkit and Standards 'pack' is for a three-year period for three users / project leads via individual nominated licences. Additional licences are available to

purchase. All licences can be renewed for a further three-year period upon expiration. Full details are available upon request at standards@patientsafetylearning.org

- **Why does Patient Safety Learning have access to the information we record via the online self-assessment toolkit?**

We need to be able to quality assure the self-assessment toolkit's functionality so need to have oversight of its use.

We ensure that all data is retained confidentially and will not be shared without permission. With permission, it will allow us to amalgamate information from different sources to create a wider statistical perspective, as well as inform broader patient safety learning across larger geographies.

- **What does Patient Safety Learning do with the information it has on Trusts / ICSs working with its Standards using the online self-assessment toolkit?**

Specific information on Trusts / ICSs is held on our secure servers, access restricted and never shared with any external parties. With permission, we can amalgamate information from different sources to create a wider statistical perspective, as well as inform broader patient safety learning across larger geographies.

- **What steps has Patient Safety Learning taken to ensure the protection and confidentiality of the data about our Trust / ICS contained on the online self-assessment toolkit, including documents that we attach as evidence that the Standards have been met?**

Patient Safety Learning is fully GDPR compliant. All information held is both confidential and anonymous, and held on our secure servers.

- **What reports can I produce from the online self-assessment toolkit?**

Reports can be generated that show the number of Standards that have been met / partially met / not met, or are not applicable for each organisation (Trust) or unit (hospital). These can be further analysed by individual Foundations or Aims at an organisational or unit level. All responses can be downloaded to the online self-assessment toolkit as a CSV file and then analysed on a customised basis.

- **Is it possible for Patient Safety Learning to produce customised reports for our Trust / ICS?**

The toolkit provides standardised reports. However, Patient Safety Learning's specialist advisers and consultants are available to provide additional and bespoke data analysis, interpretation and reporting. Costs available on request and dependent upon scope of work.

- **What level of IT support is available and across what period? What are the costs?**

Full online and / or telephone support is available for free during the initial three months of the licence, to a maximum of seven hours within that time. In the unlikely event that further assistance should be required, support is available from our IT specialists on a pay-per-hour basis.

- **Is there broader training and support available for how to use the self-assessment toolkit and Standards 'pack' (if relevant), particularly, how to integrate it into our current patient safety programme and processes?**

Yes, full training and support is available from Patient Safety Learning's specialist advisers and consultants. This can include Patient Safety Improvement (Training, Mentoring & Coaching); Board Patient Safety Mentoring & Support; Patient Safety Communications / Engagement Mentoring & Support; and other patient Safety Consulting (e.g., Freedom to Speak-up Guidance; Investigations Training & Support; Just & Fair Culture Assessments). Costs are based on the nature and scale of help required.

After purchase

- **The online toolkit does not allow me to record the outcomes of our self-assessments as information comes in from different services. How do I work with the toolkit to make best use of it?**

The organisation's project lead should collate the information via the project management support tool and then update the self-assessment toolkit as each Foundation / Aim / Standard is completed.

- **How do I add an additional unit(s) to our toolkit licence?**

Additional licences are available for purchase, either directly online by adding another unit from the list associated with your organisation, or via your Patient Safety Learning consultant / project manager, or via standards@patientsafetylearning.org.

- **Can I buy extra copies of the 'What Good Looks Like' manual & Summary Reference Booklet without buying extra licences for the online toolkit?**

Yes, these can be purchased on a per-item basis.

- **How do I add an additional user to share the workload of recording the outcomes of our self-assessment exercise?**

Each organisation's needs vary, and Patient Safety Learning can provide a range of options for additional licences, as well as supporting resources. Advice can be obtained from your Patient Safety Learning consultant / project manager.

- **We have completed the self-assessment via the online toolkit and produced a report showing where work is needed to meet the Standards. How can the toolkit help with the next stage of our project?**

The toolkit can help identify what further information (outputs and evidence) is required and what future actions (outcomes and behaviours) should be seen. Additionally, Patient Safety Learning's specialist advisers and consultants are available to provide 'next stage' interpretation and practical guidance.

- **Why have you developed the project management support tool, doesn't it duplicate the online self-assessment toolkit? What are the differences and benefits?**

It is likely that completion of the online toolkit will require inputs from a wide number of people over several weeks (or longer) depending on the size of the organisation or unit being assessed.

To track progress on collating the evidence for each response against each Standard, Patient Safety Learning has created a project management support tool based upon a Trello board. This enables organisations to create and track tasks and update the status for each Standard as they progress. Once inputs and all relevant documentation have been gathered, decisions can be made as to whether the Standards have been met, or not.

Once all the Standards have been addressed in the support tool, the relevant information can then be entered into the self-assessment toolkit. This maintains a central repository of documentation for use and future review.

- **We have signed up to the project management support tool to manage the work associated with completing a self-assessment exercise. Can I export information to the online self-assessment toolkit?**

You can only do this manually in the current version of both applications. Patient Safety Learning is looking into the possibility of fully integrating the two systems during the next stage of development.

- **Should organisations self-assess against the Standards across the entire organisation, or should this be phased?**

This will depend upon the particular patient safety challenges that the organisation is facing. Patient Safety Learning's specialist advisers and consultants can assess their need and make recommendations accordingly.

- **Who should own the self-assessment against the Standards? Is this for one person or a collective responsibility?**

We recommend that one person (project lead) should be nominated for each of the self-assessment toolkit licences and own that process. However, others will also be

involved in the provision and gathering of information and therefore support a collective output. The decision ultimately will be that of the Trust - whatever works best for its local circumstances.

- **What if I don't know the answers to the self-assessment questions, how should I find the answers? To whom should I go?**

Patient Safety Learning has produced a guide with suggestions on who to talk to and / or consult. Additionally, our specialist advisers and consultants can provide guidance.

- **How many other organisations are adopting the Standards? Is there the opportunity to engage with them?**

Patient Safety Learning has a rapidly expanding network of organisations that use the Standards. Networking and engagement opportunities are provided as part of the licence agreement. These are expected to grow as more Trusts adopt the Standards.

- **Is there training available from Patient Safety Learning on how to undertake the self-assessment?**

Yes, full training and support is available from Patient Safety Learning's specialist advisers and consultants. Fees are based on the nature and scale of help required.

- **Are there resources from Patient Safety Learning that we can use to inform, communicate and engage with our Board, Quality and Safety Committee, Exec team, Patient Safety team and, more broadly, our staff and patient representatives?**

Yes, Patient Safety Learning can provide both communications and engagement consultancy support, as well as a range of practical resources and implementation tools.