

Document information:

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Key:

ICS – Integrated care system

Provider Partner – a provider partner is any care home/agency, Acute care, Primary care, secondary care,,GPs, community setting etc. That works within the Shropshire Telford & Wrekin ICS.

PSIRF – Patient safety incident response framework

PSII – Patient safety incident investigation

PPF – Provider partner feedback

Provider Partner Feedback Flowchart

A Provider Partner raises a clinical concern or compliment to the ICS.

Alternatively, A Provider Partner may wish to share learning across the ICS.

If a Provider Partner wishes to share a concern or complaint with the ICS, they are requested to complete the Provider Partner Feedback Proforma and send it to:

Quality.stwccg@nhs.net

If the concern relates to no harm to moderate harm this will be reviewed, and details of the concern uploaded to the ICS's reporting platform – Ulysses within **5** working days.

If a Provider Partner wish to share learning, the ICS will share this feedback with relevant Provider partners within **5** Working Days. Any Shared learning will also be shared with the Quality team and recorded on the ICS Quality Team's Weekly Report which is shared at the Quality Safety Huddle.

If the concern meets the category for severe harm or death this will be escalated to the ICS's Patient Safety Specialist for review and to raise as a PSII, in line with PSIRF, and will then follow the PSII pathway.

Once the concern has been uploaded to Ulysses a unique reference number will be shared with the reporting Provider Partner for reference and any further communication. The concern will also be shared with the quality leads within the ICS.

If the provider partner has implemented PSIRF, it may be that there will not be an individualised response to each concern however they will go towards shared learning, or a theme review being conducted with the provider.

The ICS will require a response from the provider within **20** working days to share how the shared learning is being implemented and learning achieved.

The Quality and Performance Monitoring Officer will then share this concern/shared learning with the relevant Provider Partner.

If the concern is relating to medication, this will be shared via the appropriate route dependent on the details relating to the concern.

The information will also be shared with the Quality team and recorded on the ICS Quality Team's Weekly Report which is shared at the Quality Safety Huddle

Once a response from the provider partner has been shared with the reporting provider. The response will also be shared with the appropriate Clinical Quality ICS lead for review within **5** working days, If both the reporting provider and the Clinical Quality lead are happy with the response received the PPF will be closed.

If the ICS do not receive a response from the Provider Partner, a follow up email will be sent and if still no response this would be escalated to the Senior Quality Lead who works with that Provider Partner and the Patient Safety Specialist.

If the reporting Provider Partner is not happy with the response received this can be shared with the Quality and Performance Monitoring Officer and they will escalate to the appropriate Quality Lead and Provider Partner.

Once the provider partner has received the Concern, they will have **20** working days to review, investigate and provide the ICS with feedback to share the reporting provider.

Shared learning and best practice will not require a response.