

Procedure for Care Homes and Domiciliary Care Providers to raise concerns through the NHS to NHS (N2N) route.

Purpose of the N2N Process

The N2N process is in place to help improve the quality and safety of health and social care services across Shropshire, Telford and Wrekin by proactively encouraging feedback of concerns from provider organisations and care services. Information is gathered together in order to identify any themes: improved communication and a more seamless transition for service users between services, by using learning to make improvements. This process should not be used for apportioning blame but should be seen as a positive way for services to work together leading to better service user outcomes.

- Once a concern is received the person raising the concern will receive acknowledgment of receipt of the concern and a unique N2N reference number will be supplied
- Once a concern is logged onto the system it will undergo a triage process before being shared with the provider organisation involved in the concern, this is so we can ensure themes and reoccurring concerns are identified.
- Not all concerns will receive a timely individual response from the provider, but by addressing concerns as a collective we aim to supply a themed response with your concern as supporting evidence to what areas of care require addressing.
- All concerns received are valuable as it allows us to build a case to be addressed by the provider.
- Once we receive a satisfactory update on what the care provider has implemented to remedy the ongoing concerns, we'll update the concern reporter with the response to seek closure of the concern, at this stage there is the opportunity to seek further information if the response is deemed unsatisfactory or further assurance required.
- The goal of this process is to remove the burden from the reporter of escalating a concern directly whilst gathering intelligence to target areas in need of improvement.

This process is for low to moderate level incidents, as there is already a comprehensive national reporting framework for those incidents which are assessed as serious (Serious Incident Reporting) and these should not be reported via N2N process.

There is an expectation that if there is an immediate concern for the service users safety that this should be addressed directly with the service provider, to prevent any delays in their care.

Please complete the N2N proforma and send to quality.stwccg@nhs.net