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Subject:	Patient-safety incidents

REQUEST & RESPONSE

- How many patient-safety incidents reported in your trust during the last 3 years were attributed to problems of communication during handover?

  The Trust received 151 incidents from April 18 to Mar 2021

- What systems does your trust use to support staff in the handover of critical patient information between shifts?

  System C Careflow Connect currently being deployed for nursing e-handover

- What systems does your trust use to support the process of patient handover and referral between clinical team?

  System C Careflow Connect currently being deployed for clinical handover from ED, expected completion by end of August 2021.

  System C Careflow Connect is fully integrated into System C Careflow EPR.

To promote patients safety, handover of patients between clinicians and clinical teams should, where possible, be an electronic process (according to the Royal College of Physicians 2015 report on Acute care, https://www.rcplondon.ac.uk/guidelines-policy/acute-care-toolkit-1-handover