

NIHR Greater Manchester PSTRC

Plain English Publication Summary

Publication: [Developing a patient safety guide for primary care: a co-design approach involving patients, carers and clinicians](#)

Publication details (Vancouver format)

Morris RL, Ruddock A, Gallacher K, Rolfe C, Giles S, Campbell SM. Developing a patient safety guide for primary care: a co-design approach involving patients, carers and clinicians. *Health Expectations*. 24 (1) 42-52 (2021)

What are the most important findings/conclusions in this paper? Why are they important?

The 'patient safety guide for patients and carers' is a tool that involves patients and carers in their own patient safety. The guide supports patients to be active in their care, in partnership with healthcare professionals. It also supports good communication between patients, carers, and healthcare professionals. This helps us work towards national and international patient safety priorities.

The 'patient safety guide for patients and carers in primary' care was co-designed, which means we worked with patients, carers, general practitioners, and pharmacists to design it.

What did you do?

We used an approach called 'experience based co-design' to develop the patient safety guide. This approach involves working with patients, carers, general practitioners and pharmacists over a series of workshops. In those workshops, attendees agreed the most important parts of patient safety in primary care. They then identified when and how patients and carers can be involved in improving their patient safety.

We co-ran 3 workshops, and the discussions were co-managed by members of our patient safety guide public involvement group.

Why did you conduct this research?

Involving patients in patient safety is an important part of international and national strategies to improve patient safety. There are tools developed for patients that support their involvement in patient safety in hospital settings. But nothing similar has been developed for patients to use in primary care.

The 'patient safety guide for patients and carers in primary care' has been co-developed to meet this need. It supports patients and carers to identify the main patient safety issues, and also helps them to know how and when they can make their care safer.

What was known before your paper was published?

Improving the safety and quality of healthcare is a main priority. In the UK, national reports about patient safety have recommended that patients should be involved:

1. at all levels of their patient safety
2. in an open and clear way
3. with accurate and useful information.

Involving patients in patient safety moves beyond simply spotting errors, to preventing or reducing them. But how to do this in a way that is acceptable to both patients and clinicians isn't well researched. This study aimed to identify the main areas in primary care that patients would like to be involved in, and to develop a guide to support them to do this.

What is next? What is the potential impact of the work in this paper? What will change as a result of this paper (or the study it describes)?

This was the first step in designing and testing a patient safety guide for patients and carers. The next step is to test the guide with patients, carers and healthcare staff to see if it is acceptable and whether it will be useful.

Does this paper link in to a particular study / project? If so, please summarise the study and explain how this paper has improved understanding, or will move the study forward.

This is part of the patient safety guide in primary care project and links with another paper:

Morris RL, Gallacher K, Hann M, Rolfe C, Small N, Giles SJ, Sanders C, Campbell SM. [Protocol for a non-randomised feasibility study evaluating a codesigned patient safety guide in primary care](#). *BMJ Open* 11 (2021)