



Chapter 21 Reducing risk, clinical error and poor performance

Contents

- **The duty to protect patients (pages 855-7)**

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In February 2013, the Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry was published. (A link to the Executive Summary and to the full three volume report can be found here: <http://www.midstaffpublicinquiry.com/report>. Accessed 8 Feb 2013.) The report draws on earlier findings of serious and persistent failure by Mid Staffordshire to provide acceptable standards of care. Although there were clear failings by individual health professionals, the report highlights a number of systemic and structural failings that include:

- A culture focussed on the interests of the system rather than patients
- A willingness to tolerate poor standards and risks to patients
- A failure to tackle challenges to developing a positive culture, in nursing in particular but also in the medical profession
- A failure to understand the impact of the loss of corporate memory resulting from repeated reorganisation

The report contains 290 recommendations designed to bring about a major cultural shift in the NHS. Among the goals the report recommends include:

- Fostering a common culture that puts patients first
 - Developing a set of fundamental standards whose breach can never be tolerated
 - Ensuring openness, honesty and candour
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LATEST!