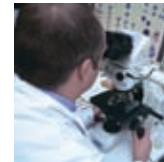


The National Patient Safety Agency

Summary Business Plan 2008/09



Our vision is to lead and contribute to improved, safe patient care by informing, supporting and influencing organisations and people working in the health sector.

Informing:

- The analysis of reports of patient safety incidents nationally, identifying risks and recommending actions
- The funding and monitoring of three national independent Confidential Enquiries



A man and a woman in business attire are looking at a laptop screen. The man is on the left, looking down at the screen, and the woman is on the right, looking at the screen. The image is overlaid with a blue tint.

Supporting:

- The facilitation and encouragement of ethical research in the UK
- The promotion of effective local resolution of concerns about the performance of health practitioners

A scientist in a lab coat is using a microscope. The scientist is on the left, looking through the eyepiece. The image is overlaid with a blue tint.

Influencing:

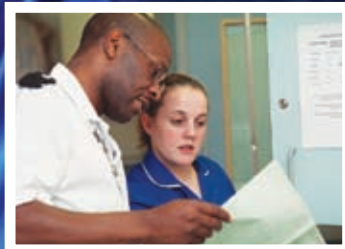
- The development and implementation of appropriate safety recommendations, advice and strategies
- The enhancement of public confidence in health and clinical research

National Reporting and Learning Service

Improving patient care through the analysis of patient safety incidents, rapid response to incidents and the development of actions, in partnership, that can be implemented locally, to build a stronger culture of patient safety.

In 2008/09, we will:

- redesign the core data set for the National Reporting and Learning System to improve the accuracy and completeness of data received;
- extend rapid reporting more widely to NHS organisations, review incident reports received, identify risks and communicate them to the NHS;
- work collaboratively with key stakeholders and NHS organisations to identify actions to reduce risk and harm to patient care in high risk areas;
- design and launch the first phase of the Patient Safety Campaign in England;
- scope Patient Safety Direct and make recommendations for implementation;
- assist the Welsh Patient Safety Team and the Patient Safety Action Teams in England to support local organisations to deliver the national agenda and improve patient safety locally;
- use consistent and effective planning, sound governance and best use of resources within the Confidential Enquiries in order to promote safer, better patient care.



National Clinical Assessment Service

Promoting effective local resolution of concerns about the performance of health practitioners.

In 2008/09, we will:

- continue to provide support to healthcare organisations when they are faced with concerns about the performance of an individual practitioner;
- increase our capacity to meet the greater demand for our services, as evidenced by the number and complexity of referrals;
- develop the scope of our service to provide greater support to get practitioners back to safe practice;
- ensure the continued increase in capability of healthcare organisations to identify and manage performance concerns, through a comprehensive education and awareness raising programme;
- increase knowledge nationally and internationally in the management of practitioners about whom there are performance concerns;
- respond to the challenges set out in the White Paper *Trust, Assurance and Safety*.



National Research Ethics Service

Facilitating and encouraging ethical research in the UK while protecting the rights, safety, dignity and well-being of research participants. Providing a robust and efficient service to support and promote ethical research.

In 2008/09, we will:

- continue to streamline operation of the NHS Research Ethics Committee (REC) system in line with the three-year implementation programme;
- build on the established systems to introduce proportionality of review and greater consistency and transparency to decision making. This will contribute to maintaining the UK's reputation as a preferred site in which to conduct research;
- introduce proportionality through a fast track approval process for low risk studies. This will increase the efficiency of the service by reducing timelines for relevant studies;
- increase confidence in the REC system through the quality assurance programme and increased transparency of decision making;
- deliver greater consistency through the quality assurance programme, by auditing and accrediting RECs against standards;
- improve consistency of decision making through training and ethical debate exercises;
- implement procedures to routinely publish a research summary of applications alongside a summary of the REC decision.



Organisational support and resource management

Delivering the key targets set by the Department of Health relating to finance, headcount and Lyons, and providing efficient and effective corporate support and infrastructure.

In 2008/09, we will:

- provide effective corporate support to ensure the organisation remains fit for the purpose of delivering its objectives;
- tailor our corporate support to reflect the different customer requirements coming from each division;
- examine the costs of delivering corporate support services against industry and Arm's Length Body sector benchmarks to identify areas where savings might be made and use shared services where appropriate;
- achieve spend equal to resource limit and expenditure scoring equal to near cash limit at year end;
- keep establishment below limit (294 WTE) and ensure productivity savings are met;
- receive an unqualified opinion from the National Audit Office with regard to the Annual Report and Accounts;
- achieve an overall level of significant assurance from the Head of Internal Audit.



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