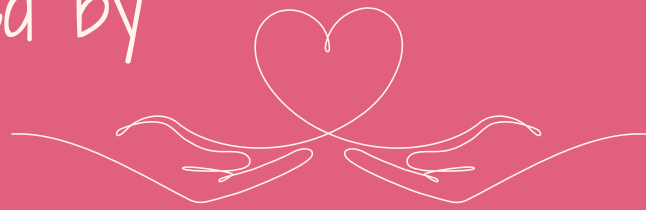


Compassionate Engagement & Involvement of those affected by patient safety incidents



This course is for:

Clinical and non-clinical staff who engage with patients and families after incidents

Learning objectives:

1. **Apply** the PSIRF principles of compassionate engagement and involvement throughout the patient safety incident response process
2. **Conduct** meaningful responses that actively involve patients, families and staff in shaping the learning response, including co-designing investigation questions and Terms of Reference
3. **Apply** the Being Fair principles to support staff involved in incidents, recognising that compassionate cultures support both patients/families AND the workforce
4. **Balance** the needs of multiple stakeholders - patients, families, and staff - while maintaining psychological safety and a just culture approach
5. **Implement** practical strategies for sustained engagement from immediate response through to sharing learning and closing the loop on improvement actions
6. **Navigate** the processes that sit alongside PSIRF in an incident response, including those involving the medical examiner, HM Coroner and professional conduct.

Led by faculty with extensive experience in patient and family engagement after serious incidents, this workshop balances evidence-based communication skills with the human reality of these interactions. We draw on the lived experience of families, the wisdom of seasoned practitioners, and contemporary research on trauma-informed care.

This is a psychologically safe space to be honest about what you find difficult, practice new approaches, and build the confidence to have conversations that truly matter. You'll leave with practical tools, renewed purpose, and the skills to turn the most painful moments in healthcare into opportunities for healing and learning.

Format: 1 day, in person or online

