

# INVOLVE SERVICE USERS IN POST INCIDENT DEBRIEFS



Have a template for staff and patient debriefs

Involve advocacy services for an impartial view

Discuss at mutual help meetings

Use safety huddles for discussion

Build staff confidence for the conversation

Use handover times to allocate debrief sessions

Decide on structure beforehand e.g. formal or informal?

Consider reviewing CCTV

Listen to and capture the patient's experience