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