

### **Primary care information on the new national Learn from patient safety events service**

NHS England and NHS Improvement manage the national Learn from patient safety events (LFPSE) service, a centralised system to record information and offer data and analysis about patient safety events to support safety improvement across all care settings. LFPSE is a new system being rolled out from July 2021, as the successor to the previous National Reporting and Learning System (NRLS).

All healthcare staff in England, including those working in primary care, are encouraged to use the system to record any events where:

- a patient was harmed, or could have been harmed
- there has been a poor outcome but it is not yet clear whether an incident contributed or not
- risks to patient safety in the future have been identified
- good care has been delivered that could be learned from to improve patient safety.

To record safety events on LFPSE, primary care staff will input information directly via an online account. Healthcare staff can register for a LFPSE account via the web-based service:

[Learn from patient safety events \(learn-from-patient-safety-events.nhs.uk\)](https://learn-from-patient-safety-events.nhs.uk)

### **How the LFPSE supports safety improvement**

When things go wrong in care, or even when they go right, it is vital patient safety events are recorded to ensure learning can take place to support local and national patient safety improvement.

By recording safety events on LFPSE, you are participating in an NHS-wide effort to share patient safety data that is vital to our national safety improvement work, while also supporting local responses to safety events.

Having a national incident management system for the NHS allows patterns and trends that are not visible locally to be picked up more effectively as part of the national picture, enabling our National Patient Safety Team to identify new or under recognised issues, and to take NHS-wide action such as issuing an urgent alerts to protect patients. The team also works with partners on a range of other responses to identified risks, and share data to support ongoing programmes tackling more common safety issues.

### **Enabling local safety culture in primary care**

Equally as important to supporting national patient safety work, primary care providers can use their own data from LFPSE to support local response and governance around patient safety events. The LFPSE online service contains a number of new features specifically designed to support a positive patient safety culture in primary care and other non-trust providers.

With a LFPSE account, users can log in to review and update records they have previously drafted or shared, and can use an easy summary-print option to keep copies to support CPD and personal reflection and includes using a filterable dashboard of all events recorded within the organisation.