Behind every incident is a patient...

"Anyone can make a mistake, no matter how well trained they are. Healthcare is complex and things can change rapidly and unexpectedly. Occasionally things do not go to plan and a patient can be harmed despite our best intentions. Reporting early allows us to investigate incidents and look for factors that make errors more or less likely, helping us to reduce future incidents and prevent harm."

Julie Fogarty Associate director of Risk & SAFETY

> Countess of Chester Hospital NHS Foundation Trust