

A quality checklist for assurance when completing reviews



## Quality checklist

The following checklist provides a systematic approach to verifying all necessary steps are taken in the six stages of an adverse event review. Thus, ensuring a quality-based approach.

### Stage 1: Risk assessment and prevention

What learning can be identified from the following:

* Inspections, audits, risk assessments and hazard identification. What mitigating actions have been put in place to minimise these risks?
* Complaints, compliments, concerns, claims, duty of candour events and adverse events.
* Lessons learned from previous adverse event reviews

### Stage 2: Identification and immediate actions following an adverse event.

* What steps were taken to meet the needs of individuals affected by the event?
* Describe the steps taken to re-establish a safe environment.
* How long after the event occurred were the records updated?

### Stage 3: Initial reporting and notification

* What training has been provided for staff involved in using the event reporting system?
* How are you assured that all relevant information is recorded and accurately describes the event?
* Following the adverse event which local policies are in place to define the notification and escalation procedures?

### Stage 4: Assessment and categorisation

* How are you assured that the relevant manager has accurately assessed the reporting system form to consider the organisations response following the adverse event?
* How do you know that the adverse event was accurately categorised to determine the level of review required?
* What local mechanisms are in place to quality assure the categorisation of events?
* What actions were taken if the original categorisation was inappropriate?
* Was the decision whether to proceed, or not, to a SAER clearly documented?

### Stage 5: Review and analysis

The NHS boards should self-evaluate the SAER process to establish:

* That the SAER process accurately identifies what happened. How are you assured that this has accurately identified what happened?
* Learning points for the service, wider organisation, or nationally have been identified. How are you assured that these learning points have been identified?

### Stage 6: Improvement planning and monitoring

The NHS boards should self-evaluate the SAER process to establish:

* The action plan developed accurately reflects the findings and recommendations. How are you assured that the action plan does accurately reflect the findings and recommendations?
* The steps taken to ensure effective implementation of the actions. What steps have been taken to ensure effective implementation of the actions?
* That good governance arrangements are in place regarding timeframes, using a consistent approach and monitoring of any work. How are you assured that there is good governance and monitoring arrangements in place in regarding timeframes?
* The level of learning was decided upon including the reasons why and whether this has been efficient and effective. How are you assured that the level of learning has been efficient and effective?
* The steps taken to measure and evidence any improvements. What steps are you taking measure and evidence improvements?
* Evidence of any reduction in adverse events.

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Description automatically generatedApril 2025

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Healthcare Improvement Scotland

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| --- | --- |
| Edinburgh Office Gyle Square 1 South Gyle Crescent Edinburgh EH12 9EB  0131 623 4300 | Glasgow Office Delta House 50 West Nile Street Glasgow G1 2NP  0141 225 6999 |

www.healthcareimprovementscotland.scot