

Learn from patient safety events (LFPSE) service – Introductory Guide

The Learn from Patient Safety Events ([LFPSE](#)) service is a national NHS system for the recording and analysis of patient safety events that occur in healthcare. The service introduces a range of innovations to support the NHS to improve learning from the over 2.5 million patient safety events recorded each year, to help make care safer (see '[How LFPSE will improve patient safety learning](#)').

LFPSE is now in use across the NHS, rather than the National Reporting and Learning System (NRLS), which was decommissioned on 30 June 2024. The Strategic Executive Information System (StEIS) is still in use while the next version of LFPSE is rolled out to replace it – [see here for specific guidance](#).

Recording, updating and responding to patient safety events on LFPSE

There are two methods for healthcare providers to record safety events onto LFPSE; either directly onto the [online Learn From Patient Safety Events service](#) via an individual LFPSE account, or in larger organisations, through their existing Local Risk Management System (LRMS), which in turn links to LFPSE.

All healthcare staff in England, are encouraged to use the system to record any events where:

- a patient was harmed, or could have been harmed, or
- good care has been delivered that could be learned from to improve patient safety.



As well as entering, reviewing and updating records, enhanced account permissions mean that different staff can access different levels of data to support good governance and data quality. This includes using a filterable dashboard of all events recorded within their organisation.

Those holding the enhanced 'admin' account are also in control of their organisation's LFPSE permissions, so they can be assured that the right people within their teams are able to fulfil oversight and governance responsibilities appropriately, and that the service can be used to fit locally-established processes.

You can read more about the different account types on our [LFPSE service account types webpage](#) and is also briefly summarised below.

How to get started

If you already have access to other applications hosted by the NHS England Applications' platform, you will already have access to LFPSE when you log in to your NHS England Application's account. If you do not hold an NHS England Applications account, you can [register for an account via the online LFPSE service](#).

All organisations, regardless of the method in which they record their patient safety events should have a minimum of 1-2 people with admin access to the online LFPSE service. This is to ensure they are notified of any externally recorded patient safety events via the service.

Please see Appendix A for a step-by-step guide to accessing NHS England Applications and the LFPSE service

Account types

Once logged in to LFPSE, you will automatically be given the permission of a **standard account** where you can submit events and access and update your own LFPSE records. You can request enhanced access to your account type with the LFPSE system, depending on your responsibilities in patient safety within your organisation:

- **Organisational account** - An organisational account is suitable for users who have responsibilities for reviewing, updating or overseeing patient safety events completed by any user within their organisation. They have the same abilities as a standard account, plus the ability to:
 - Search for and update records of patient safety events submitted by any users within their organisation or wider area of responsibility.
 - See who within the organisation or wider area of responsibility has submitted and updated the record and when, but only view anonymised free text, with names and other identifiers redacted from the event descriptions.
 - Complete a review of the event record

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- **Admin account** - Admin accounts are designed to be used by people within an organisation who have responsibilities for the highest level of oversight of patient safety events, including the authorisation to record never events and patient safety incident investigations, responsibility for ensuring statutory reporting requirements are met, and the ability to approve account access for other users within their organisation. An admin account provides the same abilities as an organisational account, plus the ability to:
 - Complete statutory and national policy reporting and response requirements for all events submitted within their organisation
 - Approve and reject requests for organisational, 'read-only' and admin accounts from users within or external to their organisation

Commissioners and regional patient safety specialists will automatically have **read-only access** to the patient safety events recorded by organisations within their Integrated Care Board (ICB) or region. Read-only access can also be provided to external providers where there is an agreement in place.

Once you're up and running

Once you and your team have been set up within the system, you can start submitting and reviewing patient safety events, submitting statutory and national policy reporting and response requirements, and managing accounts within your organisation.

Handy user guides and FAQs are available from the footer of the online LFPSE service to help you get started. There is also a [national Patient Safety Helpdesk](#) to support you if you need any advice.

This public beta version of the LFPSE system has gone through several rounds of testing with providers from all sectors. However, the LFPSE team are keen to evolve and improve the service, based on each sector's feedback and helpful suggestions. If you would like to provide any feedback or be involved in any future user research for LFPSE, please click on the 'feedback' link within the [LFPSE application](#) or contact the [IT helpdesk](#) and they will collate your feedback with others in the same sector/speciality.

Appendix A – Gaining access to NHS England Applications and LFPSE

Accessing the online service

To access the online LFPSE ‘Record and review patient safety events application’ service, click on the following [link](#):

NHS Record patient safety events

BETA This is a new service – [email us your feedback](#) to help us to improve it.

Learn from patient safety events

Using this service, health and social care staff can:

- Record information about things could have or did affect the safety of patients, or things that have gone well, in order to support learning and safety improvement
- Access, review and update event records they have permission to edit, and undertake governance activities to support local patient safety response and improvement
- View and download data about what patient safety events have been recorded within their own organisation to the new Learn From Patient Safety Events service

Information is available about the project to design and implement [this new service](#).

Before you start

This is a new service, and it is being rolled out across England, Wales and Northern Ireland. Some organisations will be recording patient safety events to this new Learn from Patient Safety Events service, and others will still be reporting incidents to the National Reporting and Learning System (NRLS).

Speak to your local safety team about which system you should currently be using.

Read more about how we [learn from recorded patient safety data](#).

Sign in

You will need to create an NHS England Applications account and sign in if you want to:

- save draft patient safety event records
- review patient safety event records you have previously submitted
- update patient safety event records you have previously submitted
- access data about what your organisation has recorded

Sign in to start >

Or [set up an account](#) if you've never used this service before.

Record a patient safety event anonymously

You can record a patient safety event without creating an account and signing in. You will not be able to save drafts, review or update previous records, or retrieve this record.

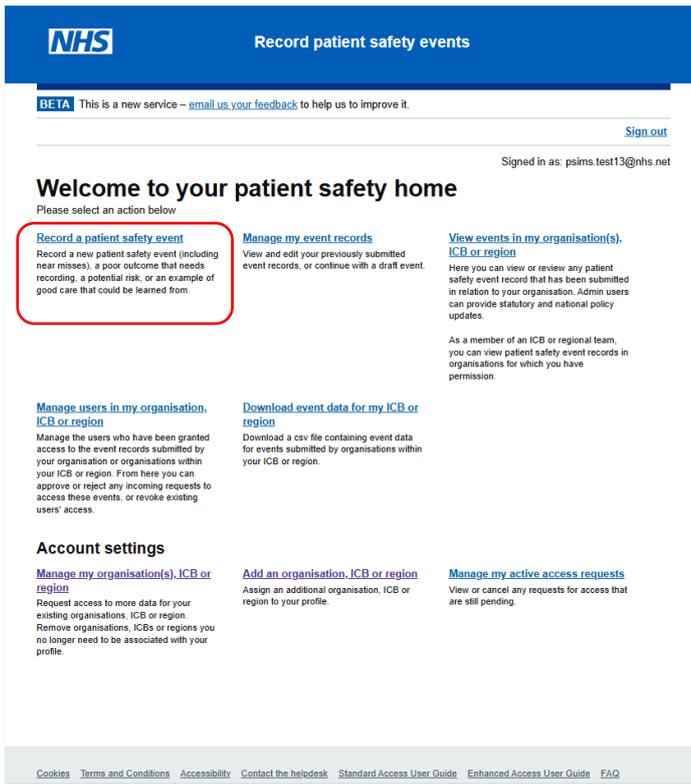
Record anonymously >

The **Record and Review** landing page will now be displayed.

If you are wanting to access the system for the first time, click on **Set up an account** and you will be taken to a screen for you to confirm if you need to register for an NHS England Applications Account or if you already have one.

If you already have access to the system, select the **Sign in to start** button.

Please note, you can also record a patient safety event anonymously, without creating an account and signing in. However, you will not be able to save your progress and you will not be able to review and update previous incidents without logging into the service.

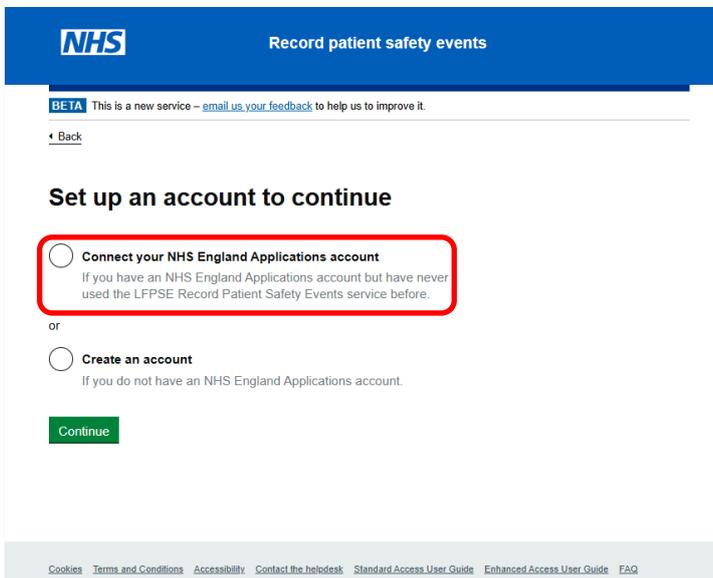


If successfully logged in, the **Record and Review** home page will now be displayed.

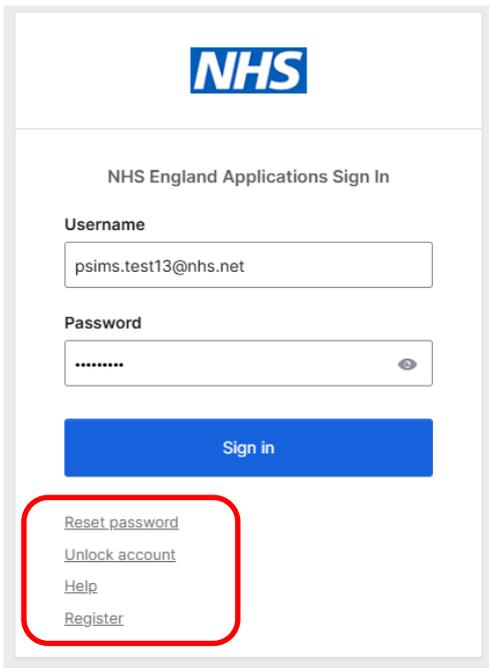
The home page options will vary depending on your account permissions.

To submit a patient safety event, click on the **Record a patient safety event** link.

1. I already have an NHS England Applications Account



If you already have an NHS England Applications account, click on the **Connect your NHS England Applications account** radio button and click **Continue**.



You will then be taken to your login screen. Enter your login credentials including your username (typically your NHS email address) and corresponding password and it should take you to their homepage.

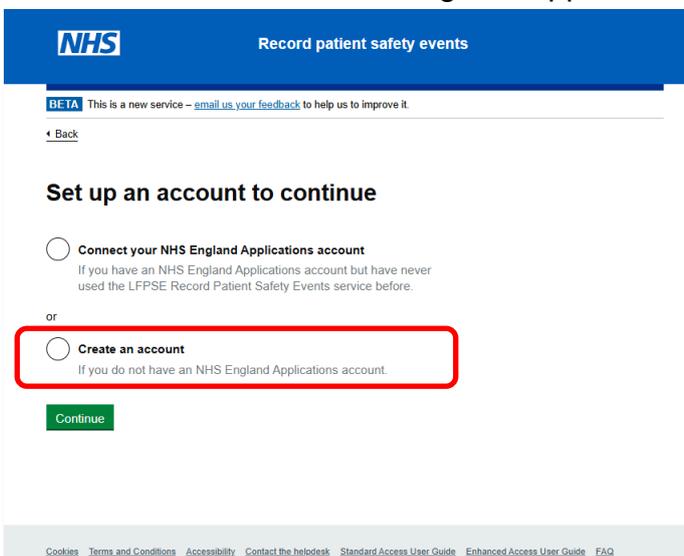
Quick Tip: If you have problems logging in or have forgotten your password, click on the relevant option (e.g. Reset password) Here you can **Reset password, Register** (if not already registered), **Unlock account** and/or get extra **Help** with the tool itself. If you experience any issues with logging in, please contact the [IT Helpdesk](#) for assistance.



On the NHS England Applications homepage you will be able to see all systems you have access to.

The LFPSE service is called **LFPSE - Record and Review patient safety events** on the home screen. Click on the link and you will be logged in and taken to the **Record and Review** home page

2. I do not have an NHS England Applications Account



If you do not have an NHS England Applications account, click on **Create an account** and **Continue**, where you will be taken to a registration page.

You are registering to use LFPSE - Record and review patient safety events. If successful, your username and password will give you access to additional products and services managed by NHS England.

Register to access NHS England applications

Some products and services can only be used by employees of certain organisations. We may need to verify your details before granting access.

First name

Last name

Please read before choosing which address to use

- Use your work rather than personal email, where possible.
- Use the address provided to you by the main organisation you work for, where possible.
- Use your own email, not a group email address.

Email address

Enter your main email address.

Registration Page - Complete the fields with the relevant information as requested.

Enter your individual NHS email address, ensuring that you use lower case letters.

Please read before choosing which address to use

- Use your work rather than personal email, where possible.
- Use the address provided to you by the main organisation you work for, where possible.
- Use your own email, not a group email address.

Email address

Enter your main email address.

Confirm email address

Re-enter your main email address.

Job role (main)

Select the role you have at the main organisation that you work

Select organisation

- NHS England
- NHS trust
- Clinical Commissioning Group (CCG)
- Primary Care Network (PCN) or GP Practice
- Integrated Care Board (ICB)
- Commissioning Support Unit (CSU)
- Other (or unable to find organisation)

Select organisation

Use the drop-down menus to select both your job title and the organisation you belong to.

Depending on your chosen organisation, you may be asked to select a region or the specific trust or healthcare provider.

If you cannot find your organisation, click on **Other (or unable to find organisation)** and search for your organisation by name or [ODS code](#). If your organisation is new and you cannot find it in the search, please contact the [IT Helpdesk](#) to add your organisation.

Please read the Terms and Conditions and then click on the **tick box** to agree to the terms and conditions required to use the platform and click **Register**.

Dear Ifpse test,

Thank you for registering for access to Record and review patient safety events. Your registration request has been approved.

To activate your account, you'll need to set your password and security questions: [Activate my account](#)

Your new account also provides access to other NHS England applications. After activating your account, you will be able to [log in](#) and browse these applications and navigate to Record and Learn from Patient Safety Incidents.

Need help? Please contact our support desk: itservicedesk@england.nhs.uk

You should now receive an email confirmation from the helpdesk. You will need this email to complete the registration.

Click the Activation Link, where you should be taken to the final stage of the registration process – the security screen.

NHS

Set your password and security question

Set your password
Your password must be at least 8 characters in length and contain each of the following: one lower case letter, one upper case letter, one number.

Repeat your password
Enter your selected password again.

Security question
Select a security question from the list.
If you forget your password, we will ask you for the answer, in order to provide a new password.

Answer to your security question

Answer to your security question
Provide the answer to the security question you have selected.

Complete registration

Complete all the fields as requested, using the drop-down menu to select a suitable security question.

Please note, that you have definite criteria for your password. If you do not fulfil that criteria, you will be unable to complete the registration process.

Once your registration is completed, you should be able to access the **LFPSE - Record and Review patient safety events** application from the NHS England Application's homepage.

NHS Record patient safety events

BETA This is a new service – [email us your feedback](#) to help us to improve it. [Sign out](#)

Signed in as: psims.test13@nhs.net

Welcome to your patient safety home

Please select an action below

Record a patient safety event
Record a new patient safety event (including near misses), a poor outcome that needs recording, a potential risk, or an example of good care that could be learned from.

Manage my event records
View and edit your previously submitted event records, or continue with a draft event.

View events in my organisation(s), ICB or region
Here you can view or review any patient safety event record that has been submitted in relation to your organisation. Admin users can provide statutory and national policy updates.
As a member of an ICB or regional team, you can view patient safety event records in organisations for which you have permission.

Manage users in my organisation, ICB or region
Manage the users who have been granted access to the event records submitted by your organisation or organisations within your ICB or region. From here you can approve or reject any incoming requests to access these events, or revoke existing users' access.

Download event data for my ICB or region
Download a csv file containing event data for events submitted by organisations within your ICB or region.

Account settings

Manage my organisation(s), ICB or region
Request access to more data for your existing organisations, ICB or region. Remove organisations, ICBs or regions you no longer need to be associated with your profile.

Add an organisation, ICB or region
Assign an additional organisation, ICB or region to your profile.

Manage my active access requests
View or cancel any requests for access that are still pending.

[Cookies](#) [Terms and Conditions](#) [Accessibility](#) [Contact the helpdesk](#) [Standard Access User Guide](#) [Enhanced Access User Guide](#) [FAQ](#)

If you require enhanced access to your account type, please go to the 'Manage my organisation(s), ICB or region' on the home page and click on the 'Amend access' button to request the user account permissions you require. An automated email will be sent to the admin user(s) within your organisation to approve/decline your request. If there is no admin user within your organisation, the request will be sent to the NHS England Patient Safety Reporting Leads to approve your request centrally.

Please note, if you need to submit patient safety events from more than one organisation, you can add an organisation to your account via the 'Manage my organisation(s), ICB or region' or 'Add an organisation' links from the home page.

Each individual within the organisation who wants to record or review patient safety events will need to register for their own account.

Need Help?



If you have any further questions or queries, please contact the IT service desk at itservicedesk@england.nhs.uk