



# Quality & Safety Seminar

Thursday 12<sup>th</sup> September 2024  
12:30 – 13:30

Online

Book your place [here](#)

## Title:

Patient safety challenges in community-based mental health services: an overlooked and underexplored setting for safety improvement.

## Name:

Dr Phoebe Averill

## Role and organisation:

Postdoctoral Research Associate, Imperial College London

## Abstract:

Patient safety incidents are a leading cause of death and disability worldwide. Mental health services have, however, been largely absent from the evolving patient safety evidence base, in which over 20 years of publications have concentrated primarily on physical healthcare. Patient safety in community-based mental health services, where most mental healthcare is delivered, resembles a particularly poorly understood and insufficiently explored landscape.

In this presentation, I have been invited to reflect on my [THIS Institute](#) funded PhD research, through which I sought to begin to address the knowledge gap for patient safety challenges in mental healthcare delivered beyond the hospital setting. The main aims of this research were to study the nature of patient safety problems in community-based mental healthcare and to identify priorities for future interventional research. This talk will reflect on some of the overlaps in patient safety challenges observed in many healthcare contexts, alongside specialty- and setting-specific concerns of relevance to long-term, community mental healthcare journeys.

## Biography:

I am a mixed-methods postdoc researcher within the North West London Patient Safety Research Collaboration (NWL PSRC) at Imperial College London, having completed my PhD in Mental Health Services Research at King's College London previously. My research interests are broadly in conducting work which helps to understand and improve the safety and quality of healthcare, with a particular focus on those at heightened risk of poor care, such as people with a mental illness or learning disability. My disciplinary background is in psychology, but my day-to-day work in applied health services research borrows from multiple disciplines and approaches. I enjoy collaborative, participatory methods, but am also interested in conducting research which harnesses insights from routinely collected data.

For queries please contact **Debbie Clark** [hcdjc@leeds.ac.uk](mailto:hcdjc@leeds.ac.uk)