Appendix 1: Outline logic model for the PRASE Intervention

**Distal outcomes**

- Improved patient safety performance
- Patient-centred service reconfiguration
- Improved safety culture

**Proximal outcomes**

- Shared, multi-professional understanding of patient perspective of safety
- Shared, co-operative action planning
- Shared, co-operative implementation of actions
- Patient-centred service improvements

**Key moderating factors**

- Engagement of, and support from senior management
- Perceived credibility and usefulness of patient feedback
- Knowledge and capability in action planning / quality improvement
- Perceived control and self-efficacy to effect change
- Multi-disciplinary approach to action planning and implementing change
- Scope of proposed actions

**Programme Activities**

- Patient experience of safety measured
- Information collated and fed back to wards
- Feedback considered in Action Planning Group
- Action Planning Group plan, implement and monitor changes