

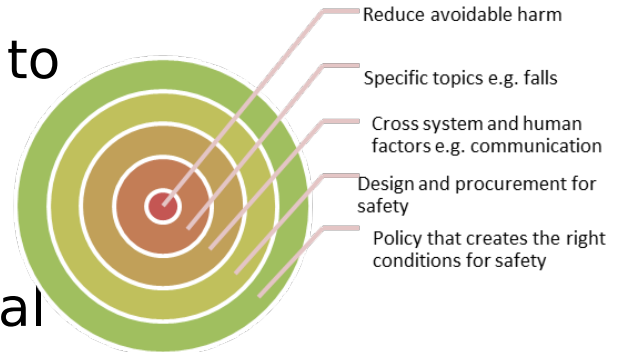
Sign up to Safety; helping the NHS re(**think**) Patient Safety

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Sign up to Safety



Sign up to Safety is....

- A national campaign for the NHS in England to improve patient safety, reduce avoidable harm and save lives
- One component of a wider strategy; our bit is to focus on creating the conditions for a safety culture in healthcare supporting **locally owned and self directed improvement** – we don't tell people what to do
- We provide support for frontline campaigning focused around five universal pledges; put safety first, continually learn,



“we collect too
much and do too
little”

The problem with... incident reporting

Carl Macrae

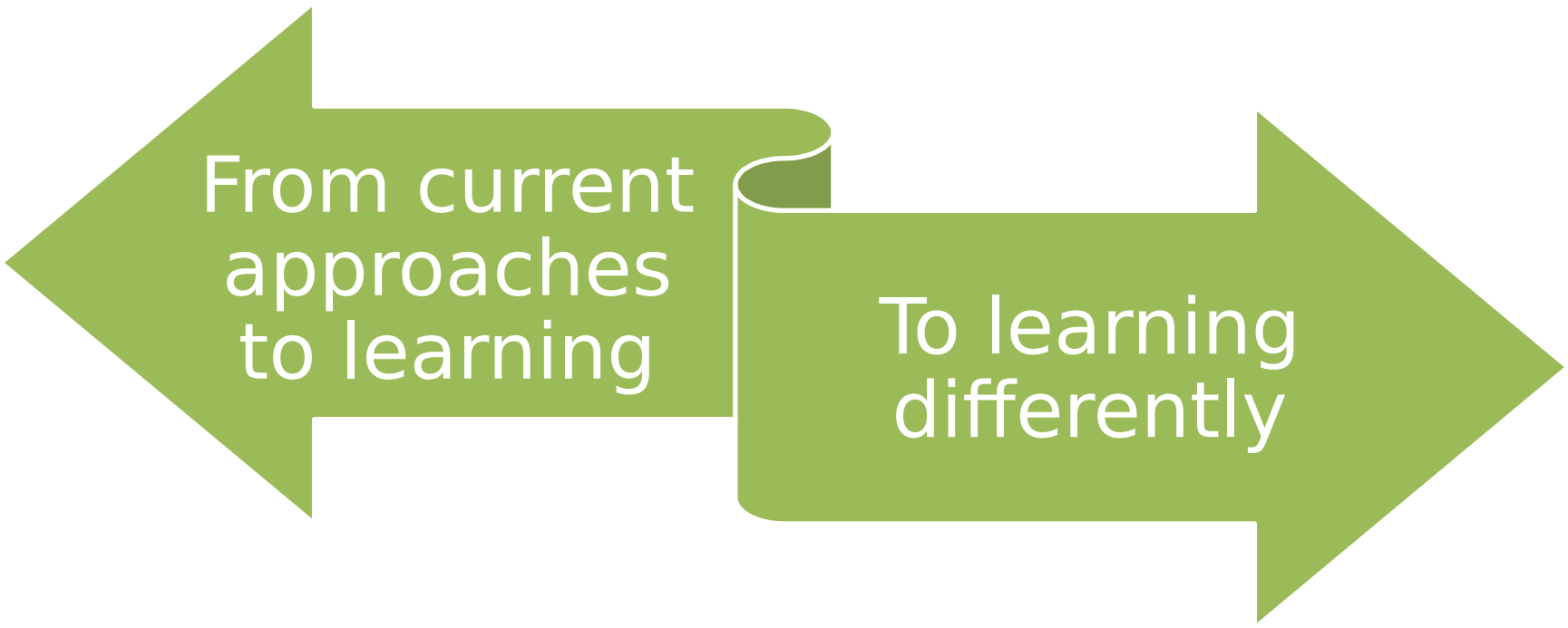
BMJ Quality & Safety Online First,
published on 7 September 2015 as
[10.1136/bmjqs-2015-004732](https://doi.org/10.1136/bmjqs-2015-004732)



We convince ourselves to keep
carrying on when the solution
may not be the right one

Our recommendation

Stopping or doing things in a
very different way may be the
only step to take



From current
approaches
to learning

To learning
differently

We want to explore the
'implementation gap': why there is
often a difference between what is
known to work and what actually
happens in practice, why efforts to
make care safer for people can fall
short, having less impact than
desired.

Our approach is informed by the assumption that in the diversity of our work places there are things we do not see or hear, but which influence the actions we take.

There are things going on **beneath the surface** that shape what is possible for us to achieve.

If we knew more about what was really going on, we would be able to develop more practical interventions and spread useful know how.

Safety conversations

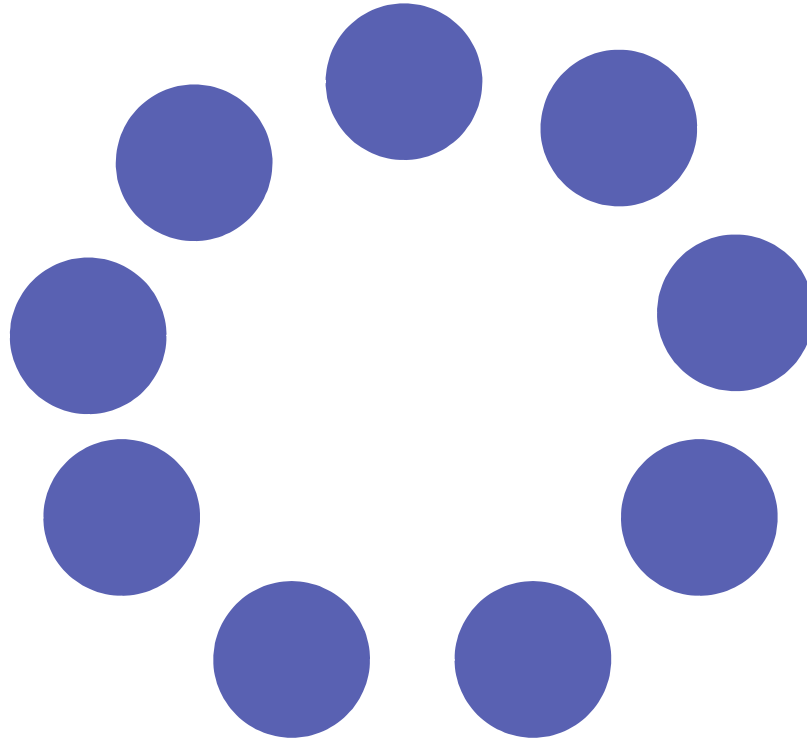
Facilitated conversations as a key tool to create a different culture; one that can make a difference to the future of patient safety



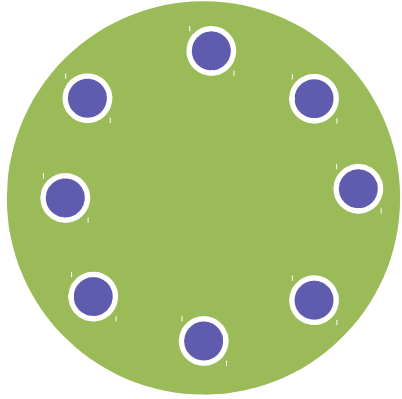
What's
the
problem
?

- Our ability to work together in healthy, productive ways has been eroded by the complexity of the way in which we work and our own exhaustion
- People are polarised, overwhelmed, isolated and withdrawn
- People are frustrated at the increasing number of problems that confront them and the impotence to resolve even the most simple ones

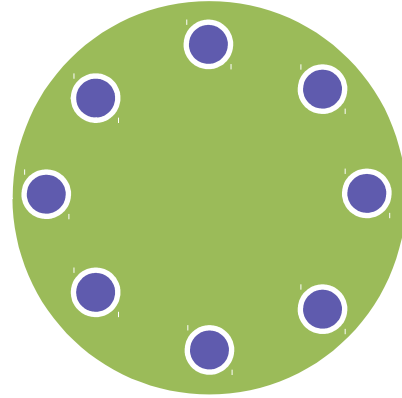
Safety Huddles



Briefing and debriefing



Befor
e



After

Fika

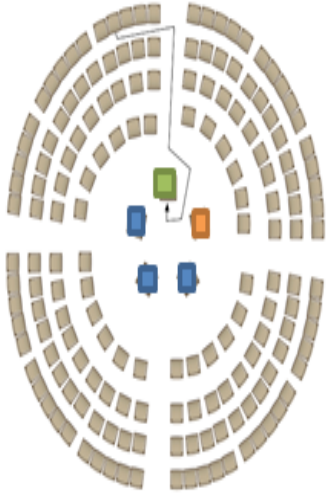
- The Swedes have a term for time together at work; they call it *fika*
- It's a moment when everyone gathers for coffee and cake, dispenses with hierarchy, and talks together about work and non-work
- The word *fika* signifies more than a coffee break because it fosters a sense of togetherness or “collective restoration

Fishbowl method



- Inner circle- small group of clinicians and a facilitator and one empty chair (open method)
- Outer circle- other stakeholders, managers improvement leads, colleagues
- To start the chairs in the inner circle face in and a topic of conversation is given and the clinicians discuss between them what this means and what is important to them and how they feel
- The outer circle simply listen without interruption unless a fellow clinician wants to join they can take the empty seat and one of the original clinicians can move to the outer circle, this cycle continues for 20 mins

Setting



Fish Bowl with

Open Chair (provides all attendees the opportunity to actively contribute their opinion) and

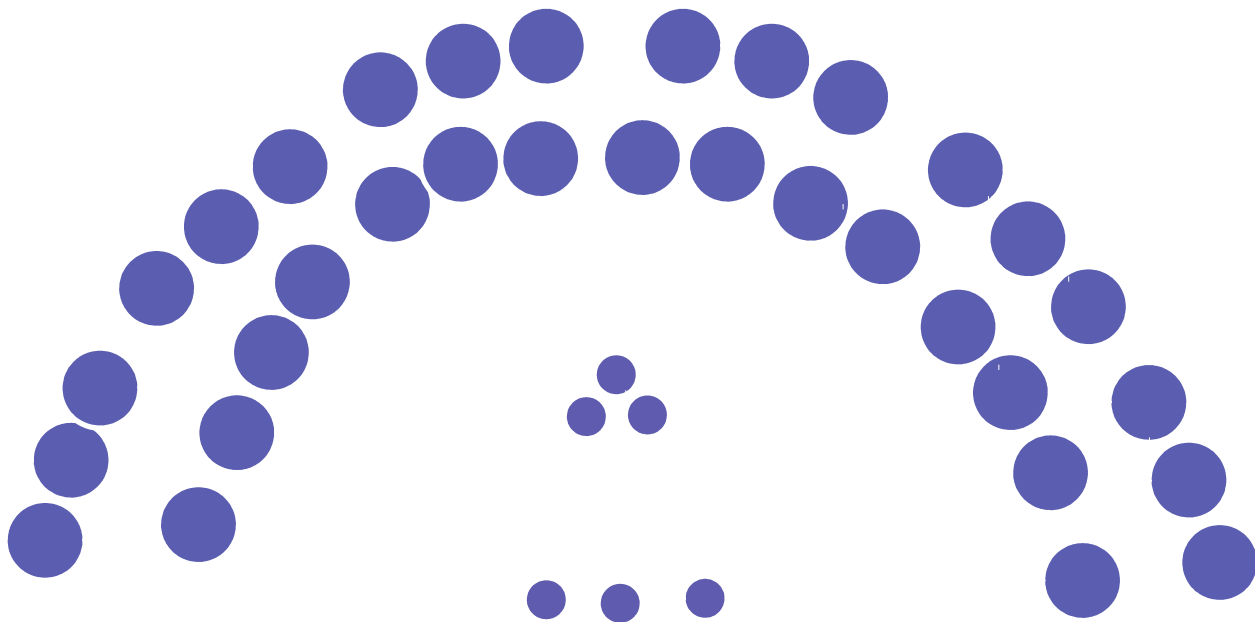
Moderator and

Participants, that have been

send by your workgroup (at least 3 people)

- The inner circle then turn out and a discussion is facilitated between the circles to feedback what they have heard and understand (20 mins)
- The inner circle then turn back and discuss what they think of the feedback discussion

A designed conversational process

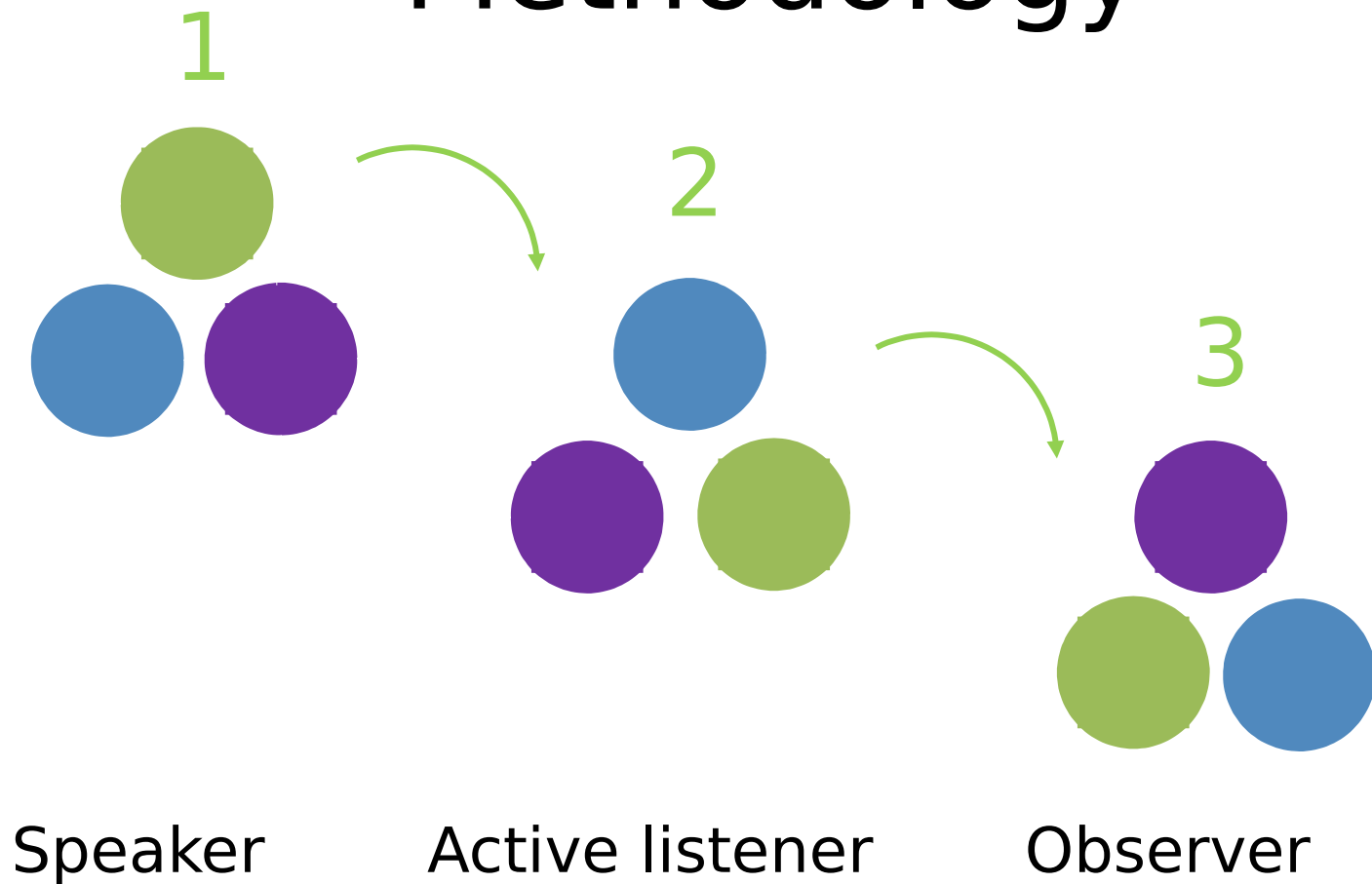


5 core principles for conversations that matter

Building blocks for the right conversation

- Removal of classifications or stereotypes
- Create psychological safety where individuals feel accepted and respected
- Lesson inappropriate grandstanding and people's attachment to their own points of view
- Honour the fact that we each see something different because of who we are and where we sit in the system

Methodology



Active listening

- Use active listening to clarify and enable the story teller to think and feel more deeply
 - Often requires a respectful silence
 - Dependent upon asking good questions; ones that are open and clarifying, exploring and curious

Are you really listening or are you just waiting your turn to talk?

– Robert Montgomery

Use of metaphor

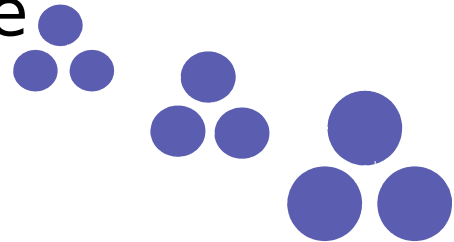
- Create an imagery or visual which breaks down the language barrier



IT'S A METAPHOR

Each time we move we gain a greater understanding

- We build on the words and imagery used before and build connections amongst the different conversations
- Patterns become apparent – things we couldn't see from our own perspective become clearer to the group



The wisdom emerges as we get more and more connected with each as each round goes on as we move from conversation to conversation

Carrying the metaphors from one conversation to another and looking for patterns

Suddenly surprised by a shared insight



Possibilities

“conversation is action.. You think things,
you feel things and it becomes real when
you express it... other people hear it,
other people feel it, you share ideas
together and relevant action becomes a
natural thing that happens”

Real World Café
Shaping futures through conversations



Conversati
on

Change is a natural result of constructing
meaning and knowledge together

If we pose the right questions and convene
the right conversations...

one good conversation that matters could
shift the direction of change forever

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