



Healthcare
Improvement
Scotland



Values Based Reflective Practice (VBRP[®]) and the Creation of Psychologically Safe Spaces

SPSP National Learning Event 2024.
This breakout session will begin at 11.50

Leading quality health and care for Scotland



Scottish Patient Safety Programme (SPSP)



**SPSP aims to improve
the safety and reliability
of care and reduce harm**

Core Themes

Essentials of Safe Care

**SPSP Programme improvement focus
Maternity, Neonatal, Paediatric, Acute Care,
Mental Health**

SPSP Learning System

SPSP Essentials of Safe Care (EoS_C)

Aim

To enable the delivery of safe care for every person within every system every time

Primary Drivers

Person centred systems and behaviours are embedded and support safety for everyone

Safe communications within and between teams

Leadership to promote a culture of safety at all levels

Safe consistent clinical and care processes across health and social care settings

Secondary Drivers

Structures & processes that enable safe, person-centred care

Inclusion and involvement

Workforce capacity and capability

Skills : appropriate language, format and content

Practice : use of standardised tools for communication

Critical Situations : management of communication in different situations

Psychological safety

Staff wellbeing

System for learning

Reliable implementation of Standard Infection Prevention and Control Precautions (SICPS)

Safe Staffing

Leadership & Culture

Primary Driver

Leadership to promote a culture of safety at all levels

Secondary Drivers

Psychological Safety

Staff Wellbeing

System for learning

Change Ideas

Compassionate leadership at all levels

Collective leadership approach

Structured 1:1 time

Visible supportive leadership

iMatter-listening to the workforce and identifying improvements

National health and well-being outcomes 1,8,9

Celebrate success

System for identifying the bright spots

Measurement system that enables learning

Processes in place that support the appropriate use of evidence



Values Based Reflective Practice

A safe, structured and confidential process

June Gordon
VBRP[®] Lead Facilitator, NHS Grampian

Welcome

June Gordon,
Lead Facilitator for Values Based
Reflective Practice (VBRP®) in NHS
Grampian



By the end of this session...

We want you to:

- Understand what VBRP[®] is
- Make a link with psychological safety
- Consider individual and organisational values
- Know how to access VBRP[®]

What is your experience of VBRP?



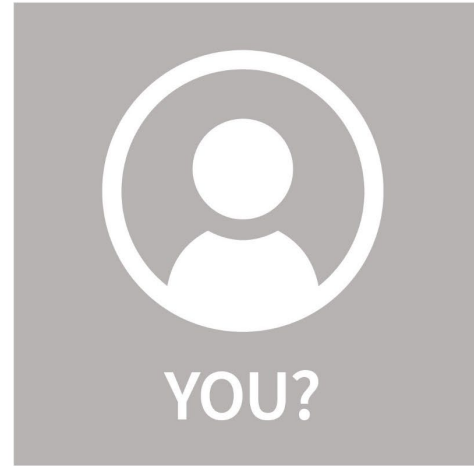
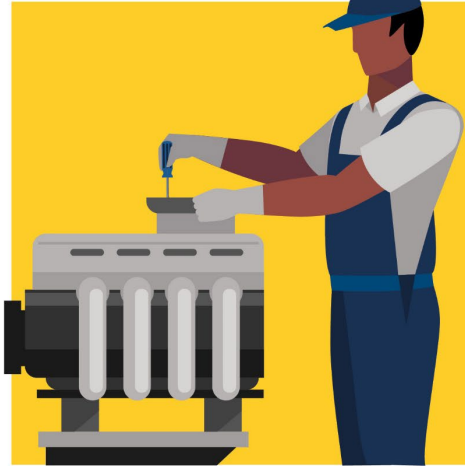
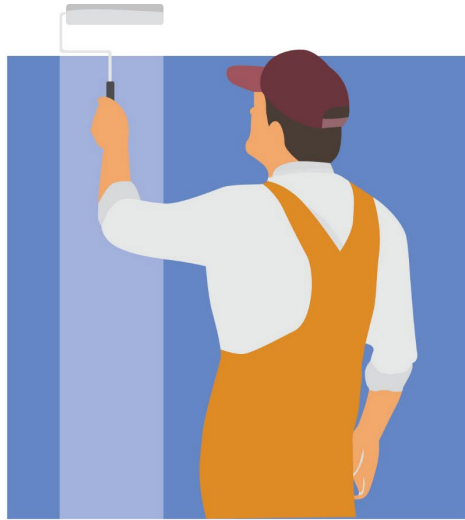
Getting into the right headspace

We'd like to invite you to put things to one side for this session





What do you carry home?



Really, we're asking ...

- What makes a good day at work?
- What makes not such a good day?
- What makes the difference?



Values Based Reflective Practice offers ...

A space:

- In our working day
- To look at what's going on
- To help us look at things in a different way



How do we do it?

- Small groups or 1:1
- Trained facilitator
- 20-30 minutes
- Safe and confidential space
- Supportive
- Simple and useful tools



VBRP[®] Tool 1: MAP/AMP



Motivation



Actual

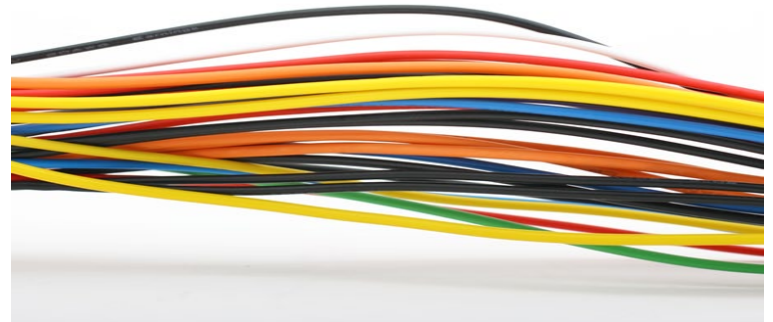


Potential

VBRP[®] Tool 2: Three Levels of Seeing

Making connections:

- What do you see or notice?
- What do you wonder or makes you curious?
- What do you realise?



A close-up, profile shot of Christopher Robin, a light brown teddy bear with shaggy fur, wearing a red sweater. He is looking out of a window with a dark frame. The background outside the window is a soft-focus, bright outdoor scene with greenery and a building. The lighting is warm and natural, suggesting daytime.

Clip

“Say What You See”

Disney
**Christopher
Robin**

Now Playing



VBPR[®] Tool 3: Digging Deeper

The NAVVY Tool:

- N Needs
- A Assets
- V Voice(s)
- V Values
- Y You



Benefits of VBRP®

- Let's us think about our work in a safe and supportive space
- Helps us feel valued
- Improves our relationships with colleagues
- Reduces the build-up of stress



Some comments ...

"This is a brilliant mechanism to support individuals and teams in busy demanding environments. It offers teams a short time out to listen to one another, give supportive and encouraging feedback – to give staff 'a voice'."

"You give us the luxury of being heard"





Boundaries

- Please keep yourself safe in the room – only share what you want to share
- Sometimes reflecting on your thoughts can connect with new emotions. If you feel you need to leave the space, feel free to leave and re-join when you can.
- Any issues within the chat room please come back into the main room.

Diamonds...

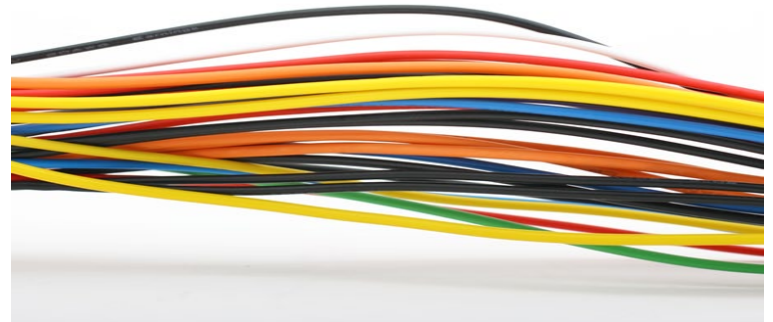


- **Jack:** What thoughts about your time in the team shine brightest?
- **Queen:** Who has had the most positive influence on you in your time with the team?
- **King:** Where have you been able to shine the most during your time here?
- **Ace:** What has been the most important thing for you so far?

VBRP[®] Tool 2: Three Levels of Seeing

Making connections:

- What do you see or notice?
- What do you wonder or makes you curious?
- What do you realise?



Breakout rooms

- What thoughts about your time in the team shine brightest?
- Who has had the most positive influence on you in your time with the team?
- Where have you been able to shine the most during your time here?
- What has been the most important thing for you so far?



Trying out the tools...

- What did you see or notice?
- What did you wonder or what made you curious?
- What do you now realise?



Bridging back to practice

What will you take from your reflections back into practice?



Q&A

Keep in touch

Twitter: @VBRPGrampian

Email: june.gordon@nhs.scot

NES: vbrp@nes.scot.nhs.uk

Web: [Values based reflective practice \(VBRP®\) | Turas | Learn \(nhs.scot\)](#)



Leading quality health and care for Scotland

slido

Please download and install the Slido app on all computers you use



VBRRP. How would you rate this breakout session in terms of usefulness? (5 very useful)

① Start presenting to display the poll results on this slide.

slido

Please download and install the Slido app on all computers you use



VBRRP. Did you learn something new from attending this breakout session?

① Start presenting to display the poll results on this slide.

slido

Please download and install the
Slido app on all computers you use



**VBRRP. Please can you
expand on your answer
to the above question**

① Start presenting to display the poll results on this slide.

slido

Please download and install the Slido app on all computers you use



VBRRP. What would have made this session even better?

① Start presenting to display the poll results on this slide.

slido

Please download and install the Slido app on all computers you use



VBRRP. What are the next steps in your improvement work following this session?

① Start presenting to display the poll results on this slide.

Lunch and afternoon session

- Lunch served in Beardmore Restaurant
- Lunchtime poster networking session commences 13.20 – 13.55 in Creation Room
- Afternoon breakouts commence 2pm
 - Using real-time system capacity data to inform decision making for safe and timely discharge from mental health services. ([Innovation room](#))
 - SPSP acute adult falls and deteriorating patient: Holding the gains ([Inspiration 2&3](#))
 - Inequalities and patient safety: the quality improvement approach ([Main plenary room](#))
 - HIS Leadership Session ([Inspiration 1](#))