Healthcare Improvement Scotland

SCOTTISH PATIENT SAFETY PROGRAMME

SPSP National Learning Event 2024

Creating the Conditions for Safe Care
This breakout session will commence at 11:50

Leading quality health and care for Scotland

NHS SCOTLAND

Healthcare Improvement Scotland

Scottish Patient Safety Programme

Creating a learning system within and between NHS boards

Leading quality health and care for Scotland

NHS SCOTLAND

Chair’s Welcome and Introductions

Jo Thomson

Senior Improvement Advisor

SPSP Perinatal and SPSP Paediatric Programmes

Healthcare Improvement Scotland

Housekeeping – In person

- Wi-fi name: GJCH Public Wi-Fi
- If you hear a fire alarm, please proceed to the nearest exit
- Please set mobile phones to silent
- Digital delegate bag will contain all resources and recordings from the event
- We will be using Slido throughout the day to capture real-time audience feedback

slido

Housekeeping - Virtual

- Your cameras, mics and chat box have been disabled during the main presentation and recording
- During the group discussion, these will be enabled
- Email his.spsppp@nhs.scot with any technical difficulties

Aims of this session

- Consider the importance of a learning system
- Review and plan for your local learning system
- Identify ways the SPSP team can improve learning between boards

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, and Mental Health
- **SPSP Learning System**

SPSP Essentials of Safe Care (EoSC)

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

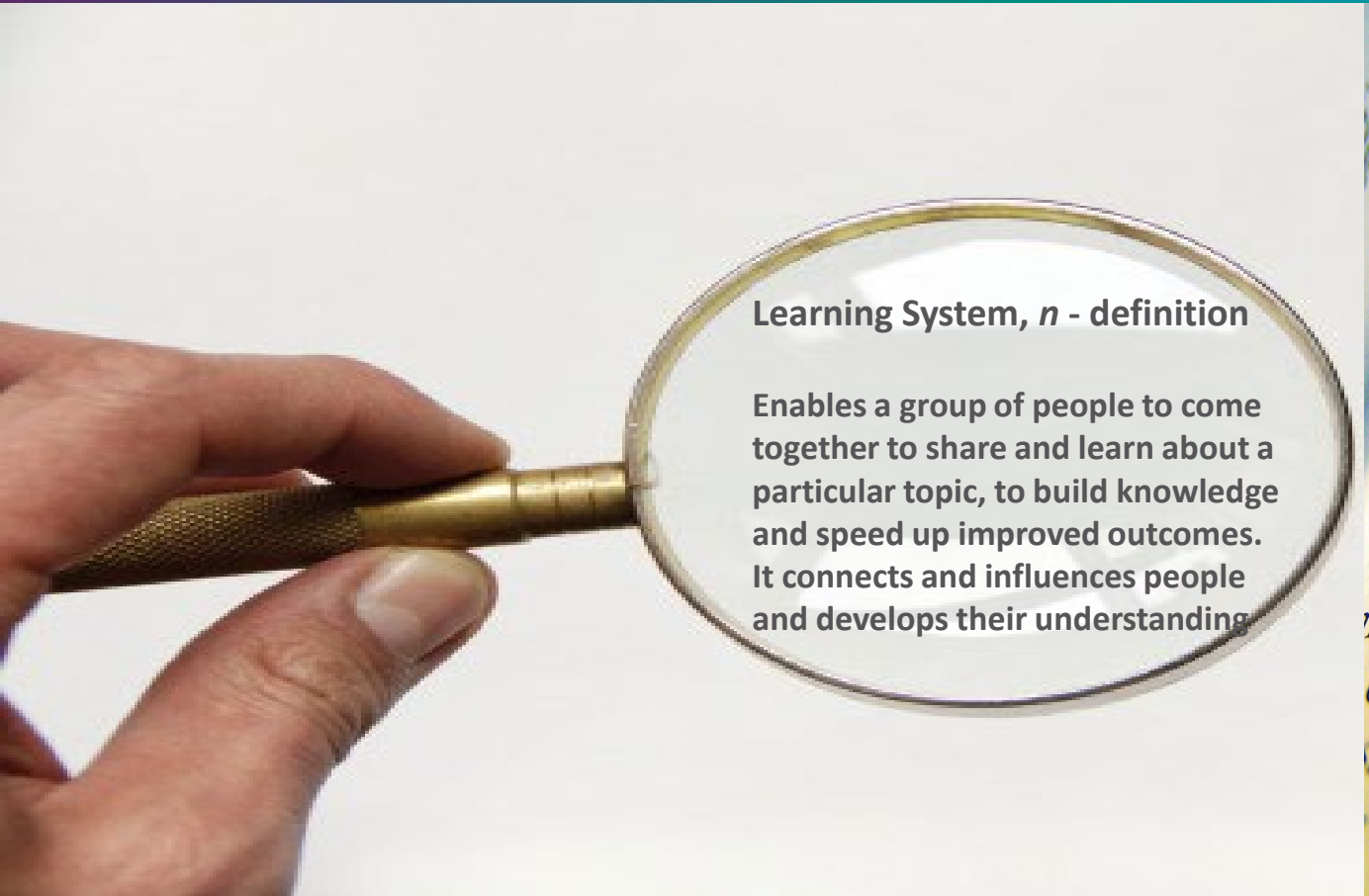
Secondary Drivers

- 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 and Culture

Primary Driver	Secondary Drivers	Change Ideas
Leadership to promote a **culture of safety** at all levels	Psychological Safety	Compassionate leadership at all levels
		Collective leadership approach
		Structured 1:1 time
		Visible supportive leadership
	Staff Wellbeing	iMatter-listening to the workforce and identifying improvements
		National health and well-being outcomes 1,8,9
		Celebrate success
	System for learning	System for identifying the bright spots
		Measurement system that enables learning
		Processes in place that support the appropriate use of evidence

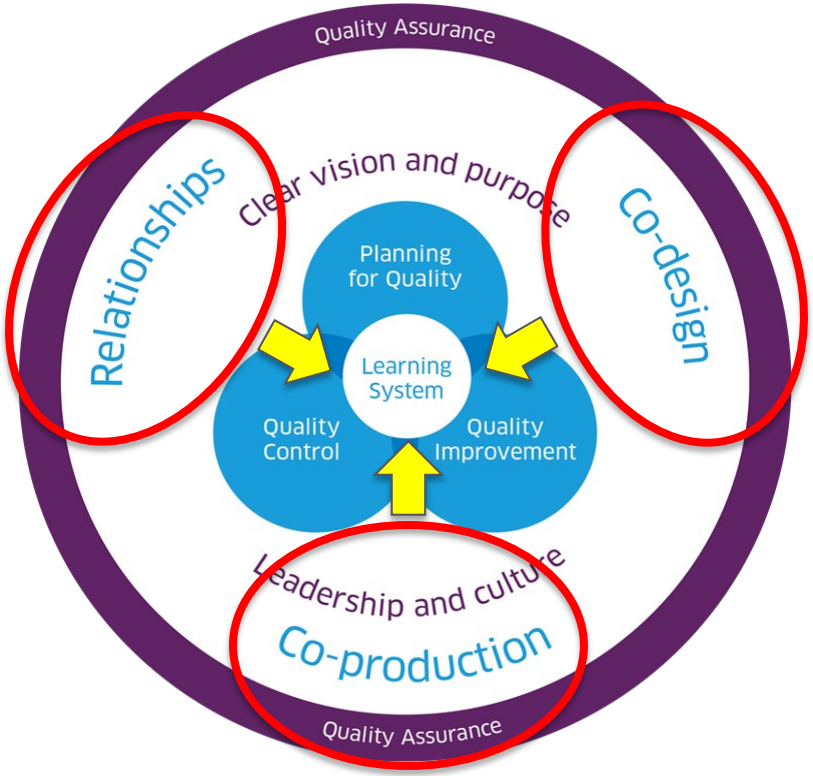
Definition of a Learning System



Learning System, *n* - definition

Enables a group of people to come together to share and learn about a particular topic, to build knowledge and speed up improved outcomes. It connects and influences people and develops their understanding

High-level Quality Management System Framework

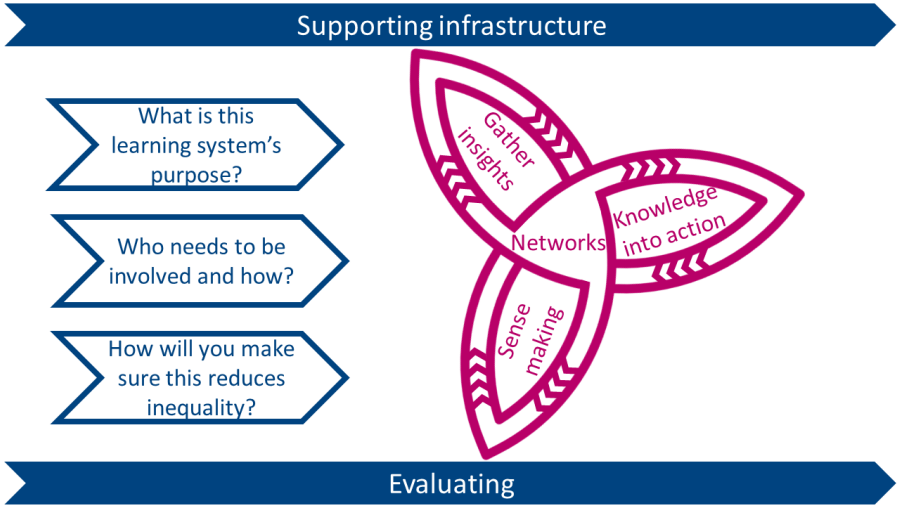


Integral to any effective Quality Management System is a Learning System

How can a good system for learning improve quality and safety?

A learning system should:

- support individuals to learn through its culture and networks
- be informed by evaluation and reflective practice
- enable people to assess what is and isn't working through the use of qualitative and quantitative data, stories and insights
- develop processes to aid decision-making and turn knowledge into action
- build systems to identify "bright spots" and generalisable learning



Leadership and Culture

Primary Driver	Secondary Drivers	Change Ideas
Leadership to promote a **culture of safety** at all levels	Psychological Safety	Compassionate leadership at all levels
		Collective leadership approach
		Structured 1:1 time
		Visible supportive leadership
	Staff Wellbeing	iMatter-listening to the workforce and identifying improvements
		National health and well-being outcomes 1,8,9
		Celebrate success
	System for learning	System for identifying the bright spots
		Measurement system that enables learning
		Processes in place that support the appropriate use of evidence

Group Discussion 1 – Local Learning System

Discuss at your table or online – what does your learning system look like at a local level?

Do you have:

System for identifying the bright spots

Processes in place that support the appropriate use of evidence

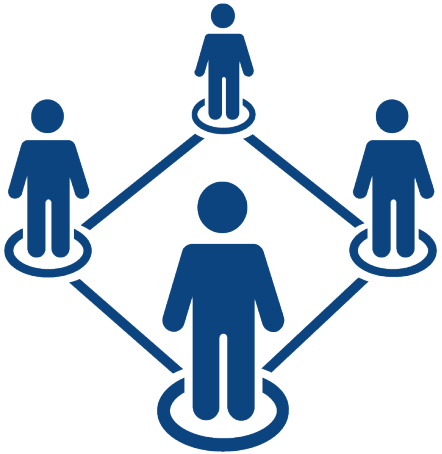
Measurement system that enables learning

Leadership and Culture

Primary Driver	Secondary Drivers	Change Ideas
Leadership to promote a **culture of safety** at all levels	Psychological Safety	Compassionate leadership at all levels
		Collective leadership approach
		Structured 1:1 time
		Visible supportive leadership
	Staff Wellbeing	iMatter-listening to the workforce and identifying improvements
		National health and well-being outcomes 1,8,9
		Celebrate success
	System for learning	System for identifying the bright spots
		Measurement system that enables learning
		Processes in place that support the appropriate use of evidence

Group Discussion 2

Please stand up, and move to another table
Online delegates will be placed into a new room



Group Discussion 2 – National Learning System

National learning systems – What works well?
What would make it even better?

- Learning sessions
- Webinars
- National networks
- Connecting teams

- MS Teams pages
- Publications
- Data sharing
- Change packages

slido

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

National learning systems – What works well?

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

slido

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

National learning systems – What would make it even better?

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

Evaluation

slido

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

Learning system. How would you rate this breakout session in terms of usefulness (5 most useful)?

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

slido

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

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

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

slido

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

Learning system. Please can you expand on your answer to the above question?

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

slido

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

Learning system. What would have made this session even better?

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

slido

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

Learning system. What are the next steps in your improvement work following this breakout session?

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

Keep in touch

Email: his.spsppp@nhs.scot

X: @online_his

Web: healthcareimprovementscotland.scot