

The Session will start at 1pm.

Please take this time to
introduce yourself in the chat
box

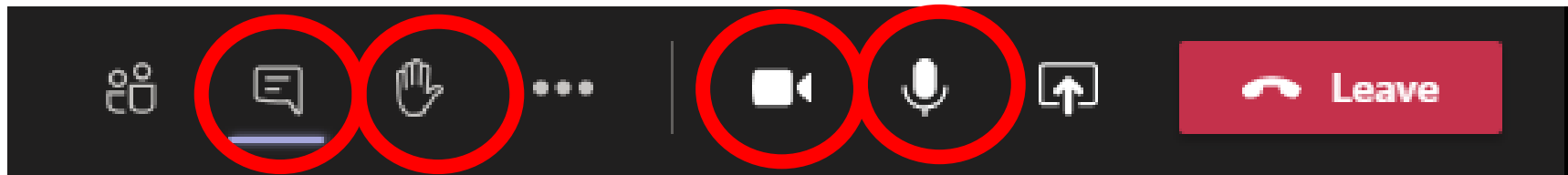
Patient Safety Climate Tool Workshop

Wednesday, 1 September
1pm

#SPSPMH #SPSP247

 @spsp_mh

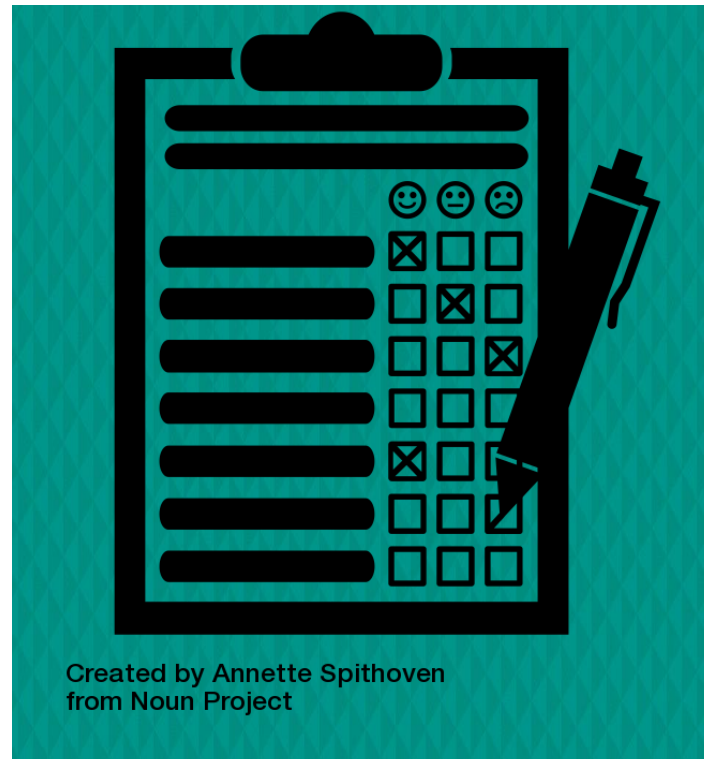
Housekeeping



- Please turn cameras and microphones off.
- Please use the hands up function to indicate you'd like to ask a question or raise a point.
- We'll be placing links into the chat function for you to follow for an interactive portion to this session. Please feel free to use this as a space to raise any technical issues, ask questions or raise a point.

Patient Safety Climate Tool

- Launched in 2013
- Strong input from Patients, Carers and Third Sector - design and delivery
- 14 boards used it or adapted version
- To date, 800+ completed
- International interest - Denmark and New Zealand
- Of those registered today, 43% have used the tool - great opportunity to shape for a new context





The Patient Safety Climate Tool supports person centred care and safety

“Tea and coffee when wanted”
“Got TV in my room now, access back into the pantry

Quotes from NHS GG&C Report

Scottish Patient Safety Programme

Joanne Matthews

Head of Improvement Support and Safety



@ihubscot #spsp247 #TheEoSC

SPSP – The next phase



**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,
Primary Care, Medicines and **Mental Health****

SPSP Learning System

Creating the Conditions



Today's essentials



Essentials of Safe Care

**A practical package of evidence based guidance and support
that enables Scotland's health and social care system to deliver safe care
for every person, within every setting, every time.**

Principles

Developed by
health & care
Human rights
based
Not mandatory
Reflects existing
knowledge &
guidance

The Essentials

Person centred
Care
Leadership &
Culture
Communication
Clinical & Care
Processes

Resources

Practical tools
Case Studies
Sign posting
Measurement
Improvement
Support
Covid & beyond

Learning System

Health & Care
network
Opportunity to
test
Webinars
Website
Social Media

Driver Diagram

Aim

**To enable the delivery
of Safe Care for every
person within every
system every time**

To learn more visit:
ihub.scot/TheEoS

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

Psychological Safety for Patients



Healthcare
Improvement
Scotland



- **Inclusion**
Includes patients in the SPSP process
- **Learning**
We all learn together what makes us feel safe and why
- **Contribution**
Directly contributes to safety priorities and new ideas
- **Challenge Status Quo**
Helps staff understand safe care and treatment from the patients perspective



My ask today

Help us co-design and
co-produce for new
context

Help us review the
current tool and process

Patient Safety
Climate Tool

Address safety concerns
of patients in 2021

Generate ideas on how
we can do this
differently



Gordon Johnston
Public Partner

The Good, The Bad and The Ugly

- What do you like about the Patient Safety Climate Tool
- What don't you like about the Patient Safety Climate Tool
- What would you change about the Patient Safety Climate Tool



How to Use Jamboard

The screenshot shows the Jamboard interface. At the top, there's a header with the title 'How to Jam', navigation arrows, a page indicator '1/1', a share button, and a user profile icon 'K'. Below the header is a toolbar with icons for Pen, Eraser, Post-it Note, Circle, and Laser. Annotations include a red box with an arrow pointing to the toolbar saying 'Please do not click', and a green box with an arrow pointing to the navigation arrows saying 'Navigate between pages'. A list of instructions is on the right.

How to Jam

1/1

Share

K

Pen

Eraser

Post-it Note

Circle

Laser

Please do not click

Navigate between pages

- Click on the Post-it Note – you can change its colour by clicking on the coloured circles. Simply start typing and click save when finished. A new post-it will fly onto the page.
- Click anywhere on the board to close the Post-it field and move the existing post-its about.

Breakout rooms

Feedback



New Ideas

- What could be added to improve the Patient Safety Climate Tool?
- When should the Patient Safety Climate Tool be administered?
- How can the Patient Safety Climate Tool be best utilised in the current environment?



Breakout rooms

Feedback



Next Steps

- MS Teams Survey around wording of questions – deadline 15th September 2021
- We'll gather all the feedback from today's workshop and the Survey
- We'll feed back to you by 24th September about what plans we have
- Contact us on his.mhportfolio@nhs.scot if want to hear more in meantime



What has been most beneficial about today's workshop?

- Type your answer in the chat
- **Don't hit send**
- Countdown...hit send



Thank you
for your participation today