



416 delegates from across health and social care, the third and independent sector and housing attended the first in a series of SPSP webinars.

The recording and slides for this webinar can be found in the [SPSP Learning System](#)



The webinar was chaired by **Carole Wilkinson**, Chair, Healthcare Improvement Scotland (HIS). The delegates and speakers were welcomed and the aims of the webinar were shared. These were:

- Share the focus for the next phase of the Scottish Patient Safety Programme (SPSP)
- Introduce the Essentials of Safe Care (EoSC)
- Explore how it can benefit your service, both service users and staff
- Describe the system to support implementation and learning

Speakers



The first speaker was **Jo Matthews**, Head of Improvement Support & Safety at the ihub. Jo explained the history of SPSP and that the focus of SPSP is moving to work in partnership with health and social care teams across Scotland.

[The SPSP has three core components:](#)

- Essentials of Safe Care
- The SPSP existing [programmes](#) - Acute Adult, Maternity and Children's Quality Improvement Collaborative (MCQIC), Primary Care, Medicines and Mental Health.
- SPSP Learning System

Jo then spoke more about the [Essentials of Safe Care](#) which is 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.

Flash report

SPSP Webinar Series

Working in partnership with health and social care to develop and deliver the next phase of SPSP

Webinar 1:

'Creating the conditions for the safe delivery of care for every person, within every setting, every time.'

Tuesday 11th May 2021

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Speakers

The following three speakers were from services who have started to use elements of the Essentials of Safe Care in Practice and delegates were able to hear how the Essentials of Safe Care (EoSC) can benefit both service users and staff.

The recording and slides for these presentations can be found in the [SPSP Learning System](#)



Nick Price, Owner and Managing Director. [myCare](#).

A Care at Home / Housing Support service.

Nick shared how the EoSC could complement and enhance what they already have in place, his experience of testing the package and what their next steps are looking at how the EoSC could add value for the organisation, the service and the service user.



Lindsay Dingwall, Clinical Care Quality Manager. [Balhousie Care Group](#)

A Care Home provider.

Lindsay described how the Essentials of Safe Care has helped them to build workforce capacity based on service users experience of care and their next steps to use QI models to respond to what their service users are telling them.



Jake Garton, Service Manager, NHS Dumfries and Galloway

Jake explained how the EoSC was tested in a Mental Health setting with feedback from a wide range of staff. Many elements of EoSC were familiar but it's good to have the information all in one place. Now considering their next steps using the package with a priority being staff wellbeing.



The final speaker **Jill Gillies**, Primary Care Portfolio Lead at the ihub provided information on the system to support implementation and learning. The [SPSP Learning System](#) aims to accelerate sharing of learning and improvement work through a range of engagement and learning opportunities.

Q&A

The Q&A function generated a lot of questions. Some were put to the speakers directly which can be heard in the [recording](#).

Some questions were answered directly through the Q&A function on the day. These and any questions unanswered on the day can be found [here](#).

Key points from Q&A session with the speakers included:



Challenges:

- Time to take a step back to look at processes, what EoSC offers and where the gaps are.
- Virtual meetings may prevent good collaborative discussion.

Key enablers:

- A willing workforce and seen as core business.
- Good leadership to support staff.
- Embrace the key principles.
- Celebrate what you already do well and think what we can do better.
- The EoSC can be used across the whole health and care system.

Next steps



The delegates were encouraged to complete the evaluation survey which would be sent to them following the webinar.

Jo Matthews thanked the Chair and highlighted [what is coming up next](#), see slides 35 to 38, for the Scottish Patient Safety Programme.

Find out more or contact us:

his.pspcontact@nhs.scot

www.ihub.scot/spsp



Insights from Participants



The evaluation survey provided good feedback and here are some of the responses:

'It was good to learn about the next steps'

'Really like the expansion to social care'

'led me to access the website and resources'

Even better if:

'I am not sure how this work will be implemented and spread, other than by people looking up the website'

93% felt that there understanding of the next phase of SPSP had increased.

'Good to see this moving out into other areas'

'Really valued the driver diagram'

'It's going to be a very helpful resource'

Even better if:

'would have preferred more detail rather than overview'

90% felt that their understanding of the Essentials of Safe Care had increased

'Good to hear from the range of services'

'Found it all beneficial'

'The service presentations were fantastic'

Even better if:

'I would have found a slightly more detailed example of how it was used in practice helpful'

89% felt that the examples helped them to understand how it could benefit their service

'Great webinar. Thank you'

'Well run'

'The examples shared were superb!'

Even better if:

'Many thanks, just wish it had been better publicised in health services'

95% felt that the webinar achieved its overall aims