Aims of the Event

The aims of the event were to:
- explore the organisational and system-wide conditions that enable the safe delivery of care amidst increasing system pressures
- learn how the SPSP Essentials of Safe Care are supporting improvements in safety
- provide a forum for leaders and teams working across SPSP to come together to share and learn.

Delegates

Delegates from across Scotland and further afield joined the hybrid event virtually and in-person.

277 total delegates

145 in-person delegates

132 virtual delegates

Plenary Session

The morning plenary was chaired by Professor Sir Gregor Smith, Chief Medical Officer for Scotland. Plenary speakers included:
- Joanne Matthews, Head of Improvement Support & Safety, HIS
- Maree Todd, MSP, Minister for Public Health, Women's Health & Sport
- Professor Mary Dixon-Woods, Director of THIS Institute, University of Cambridge
- Robbie Pearson, Chief Executive, HIS

Breakout Sessions

4 breakout sessions were delivered aligned to the Essentials of Safe Care primary drivers.

➢ **Person-centred approaches to safe care**

This session provided an opportunity to hear about innovations and tools used in primary care and mental health to support the delivery of a person-centred approach.
- Chair: Jennifer Rodgers MBE, NHS Greater Glasgow & Clyde
- Presenter: Gordon McInnes, Mental Health Network Greater Glasgow
- Presenter: Fiona McGirr, Healthcare Improvement Scotland

➢ **Leadership to promote a culture of safety**

The leadership session brought together clinical and organisational development leaders within NHS Scotland to discuss the challenges, levers, and action required to create the conditions for leadership to flourish.
- Chair: Janice Gibson, NHS Education for Scotland
- Presenter: Gillian McAuley, NHS Lothian
- Presenters: Stephanie Frearson & Jen Pennycook, NHS Ayrshire & Arran

➢ **Safe communications, safe care**

John Harden, Scottish Government, chaired this session focusing on the role of safe communication in enabling teams and organisations to offer safe and effective care. Presentations were head from a maternity team and on the use of safety huddles.
- Presenter: Dr Louise Kellison, NHS Lanarkshire
- Presenter: Meghan Bateson, Healthcare Improvement Scotland

➢ **Clinical & care processes: Improving patient safety in a complex system**

Chaired by Eddie Docherty from NHS Lanarkshire, delegates heard from two teams about their approaches to improving patient safety through transformation of clinical and care processes in mental health and perinatal care.
- Presenter: Dr Lynsey Still, NHS Greater Glasgow & Clyde, MCQIC Clinical Lead
- Presenter: Julie Shaw, NHS Greater Glasgow & Clyde Secure Service

Key Learning

Key learning from the event:

- "The importance of listening to a wide variety of people who are involved in QI and patient safety and the use of a co-designed approach to patient safety."
- "Hard to pick a single thing… But balancing top down and bottom up by co-ordination and co-creation."
- "It's ok to say it's not ok."
- "Be clear about what good looks like. Get the technical stuff right, reduce inconsistencies."
- "Setting up clear clinical care pathways and patient-centred care."
- "We should be evaluating QI programmes carefully. We should co-design much more."
- "Importance of creating time and safe spaces for communication."
- "This is the first face to face event since I've come to work in improvement and the whole experience has been valuable to me. Lots to reflect on, read about and links to be made."
- "Safety huddles and national work and opportunities to use the learning."
- "Complexity and need for leadership to support staff in their Patient Safety work."

Applying Learning into Work

The anticipated application of learning on ways of working:

- "Involving our patients can be challenging…but essential as they are the voices we need to be listening to."
- "The concept of psychological safety."
- "Make use of resources available from SPSP."
- "Linking with colleagues within own board and others to develop real workable solutions."
- "Thinking about connected systems, trying to do improvement work in this way not top down or bottom up."
- "The importance of Priority Thickets and understanding the signals in the system that identify when things are not going well."
- "Develop into an empathetic, courageous, approachable leader."
- "Remember the power of communication in planning QI."
- "Consider how we bring more patient/service user collaboration in to what we do."
- "How to address patient safety in a positive manner."
- "Using a QMS approach to review huddles."

Even Better If

- "If the workshops in the afternoon could also be virtual."
- "A bit more time to ask the presenters a question."
- "It was great to be able to read the comments from virtual attendees. Perhaps these could be shared on screen for others to see?"

Resources

You can access resources from the event at ihub.scot here.

For further information, contact SPSP Programme Team: his.pspcontact@nhs.scot