WE BELIEVE: A MANIFESTO FOR PATIENT SAFETY IN PRIMARY CARE
FROM SMALL STEPS BIG CHANGE CAN OCCUR
PRIMARY CARE IS THE ❤️ OF THE NHS
WORKING TOGETHER WE CAN MAKE CHANGE HAPPEN FASTER AND BETTER
SAFETY IN NUMBERS

BETTER SAFETY CULTURE = BETTER, SAFER CARE FOR PATIENTS
WE CAN'T CHANGE THE HUMAN CONDITIONS, BUT WE CAN CHANGE THE CONDITIONS HUMANS WORK IN
HEAR THE VOICE OF THE PATIENT ♦ BE PART OF THE CIRCLE OF CARE
NEVER STOP LEARNING & EXPERIMENTING
REPORTING AND LEARNING FROM INCIDENTS WILL CREATE THE CONDITIONS FOR SAFER PATIENT CARE
CELEBRATE SUCCESS ♦ SHARE AND LEARN BEST PRACTICE

www.weahsn.net/wepcc3
Within GP practices, just as in any organisation, a better safety culture is associated with greater satisfaction and engagement from staff – the safer the culture, the better the care.

The West of England Academic Health Science Network Patient Safety Collaborative, in association with our member Clinical Commissioning Groups, is supporting practices across the region to develop a safety culture that engages with patients and staff to support the delivery of safe and reliable healthcare in primary care teams.

The first cohort started in May 2016 and the second cohort started in May 2017. Practices are spread across the West of England region.

Recruitment is now open for Cohort 3 to start from May 2018.

This programme is open to any practice in the West of England region and is free of charge to participating practices.
What is culture?

Culture simply means ‘the way we doing things around here’. It’s a way of quantifying what it feels like to come to work. A good culture usually means that people enjoy coming to work and feel like a valued member of the team. It’s not about what you do but the way in which you do it in terms of the interactions between people in a unit, team or department.

A good culture cannot be provided by leaders, although they do have a part to play. Culture is local and each member of the team needs to understand their role in supporting and contributing to a positive culture and work environment for everyone, every day. Leaders must drive the culture change by demonstrating their own commitment to safety culture and providing the resources to achieve a culture of safety.

Why is it important to understand and improve culture?

It is now accepted that good culture in the NHS is crucial to ensure that patients receive high quality care and better outcomes. As teams work to improve systems and processes, it is important that teams better understand their own culture to identify what works well and what can be improved.
Our offer

Assessment of your practice’s safety culture, with support to identify actions

All participating practices will be able to take part in an assessment of their culture using a safety climate survey. This is an anonymous, online tool that teams can use to assess their safety climate. It provides each practice with an overview as to where they are as a team, and also focus in areas like communication and staff burnout. The survey tool has been developed for primary care and can be adapted to your practice’s needs.

Completing this survey will provide each practice with a better understand of its team culture – where they get things right, and where they have opportunity to improve.

Once the survey has been completed, the results are provided to that team alone for them to use to start conversations internally about what and how they would like to improve culture and to develop an action plan. The results are not shared with anyone else and will never be used for benchmarking or performance management. The insights from the survey and internal discussions can then be used to provide better care for patients. We repeat the survey after 12 months to see the impact of our improvement work.
We will meet with you to discuss how the survey could operate in your work setting.

We will provide you with the information and materials that you will need to market the survey to staff. We will help to prepare you for the survey. We will act as a key contact should you have any questions about the survey.

On the survey start date all staff will receive a link to complete the culture survey. The survey normally runs until you have a response rate of >60%, or for 6 weeks, when we will close the survey. It is important that as many staff as possible complete the survey. A response rate of 60% depicts an accurate image of a work setting.

Following completion of the survey you will receive a debrief report and a debriefing meeting with your core team. You will be able to identify areas within your team that can improve culture. You will be able to discuss these ideas in the debriefing meeting.

We will support you in turning areas identified in the culture survey into quality improvement projects through the Primary Care Collaborative. Optional support is available for a facilitated meeting with all your staff to debrief from the survey as well as the debrief with the core team.
Learning and sharing from each other

All practices have the opportunity to take part in collaborative events to share and learn knowledge and good practice, with a blend of expert speakers, seminars on identified topics, and peer learning activities.

Previous participants have said these events are:

“Worthwhile to share learning”
“Very beneficial, lots of learning and thought provoking discussion”

As well as sharing best practice, participants will receive training from experienced facilitators to enhance understanding of quality improvement methodology and how to use it practically in all aspects of making improvements across your practice.

Participating practices will also have the option to join facilitated local peer groups for learning as a group, with support to work through challenges and solve problems in order to create and explore alternatives for action.

Our resource page offers tools and resources to support you throughout the collaborative from bite-sized guides if you only have 10 minutes to look at a topic to resources that help you explore in more depth.
What time and resources do we need to commit?

Your practice will need to embrace the collaborative working model, participating in shared learning events and making a commitment to a whole practice approach to patient safety.

You will need to identify a GP or Partner lead, a project or management lead, and a nursing lead/practice pharmacist or other member of the wider practice team, and consider how to involve your patient participation group.

You will use quality improvement methodology to identify opportunities and initiate changes that result in patient safety improvements within your practice, and regularly review your progress and share findings with members of the Primary Care Collaborative.

If your practice has not Signed Up to Safety you may want to consider making pledges as part of the Sign Up to Safety campaign [https://www.england.nhs.uk/signuptosafety/](https://www.england.nhs.uk/signuptosafety/)

If you are working in a cluster of practices please do consider joining the collaborative. You may find it beneficial to nominate a lead practice to attend the events and feed back to other cluster members.
What time and resources do we need to commit?

Practices that get the most from the collaborative are those that think that improving the way they work is part of their normal working. All your staff will need to be involved in some way, although some will need to be involved before others.

The Primary Care Collaborative is designed to be implemented by your existing team, and does not assume any prior knowledge of improvement tools and techniques or project management expertise.

The key to being able to implement the collaborative is the ability to plan in advance the various meetings that are needed for different groups. The first meetings are often the most difficult to get into diaries, but good forward planning means that people have more time to ensure that they can be available. We recommend your core team meets regularly through the collaborative to plan and deliver your improvement activities.

Core Team: actively involved

Your core team will be the heart of the project, they will own the improvement project and keep it on track.

Practice team: engaged

The wider practice team will be engaged in the work through the culture survey and improvement activities.

Leadership team: informed

We recommend that the wider practice leadership team are supportive of the project.
Next steps

To express interest in being part of the collaborative please visit https://www.surveymonkey.co.uk/r/wepcc3

You would be very welcome to attend our event on 14 March 2018 as a taster of the programme.

If you would like speak to a member of the team before applying please contact us at ps@weahsn.net

Ann Remmers  
Programme Director

Dr Hein Le Roux  
Clinical Lead

Kevin Hunter  
Programme Manager

Nathalie Delaney  
Improvement Lead
Register for our collaborative event on 14 March 2018

This is an event for all those interested in improving safety in primary care in the West of England with a particular focus on resilience, safety culture and joy. The event is for participants in Cohort 2 of the Primary care Collaborative, and any practices interested in joining for Cohort 3.

The event will be held at the wonderful surrounding of the Penny Brohn Centre just outside Bristol. The morning is a mixture of talks from expert speakers, with a focus on group discussion and interaction.

Our keynote speakers:

- **Professor Becky Malby**, Professor of Health Systems Innovation at London South Bank University, [https://beckymalby.wordpress.com](https://beckymalby.wordpress.com)
- **Virginia Patania**, Transformation Partner at Jubilee Street Practice, [http://www.jubileestreetpractice.nhs.uk/about/#](http://www.jubileestreetpractice.nhs.uk/about/#)

Free access to resources and tools through our one-stop shop at [www.weahsn.net/wepcc1](http://www.weahsn.net/wepcc1)

This programme is open to any practice in the West of England region and is free of charge to participating practices.

---

**Venue:** The Penny Brohn Centre, Chapel Pill Lane, Pill, Bristol, BS20 0HH

**Travel:** five minutes from Junction 19 of the M5 and 20 minutes from Bristol Temple Meads station. Free parking and bike sheds on site.

**Timing:** 9am for a 9:30am start, finishing at 1pm with lunch.

**Register at** [https://wepcc2_14mar.eventbrite.co.uk](https://wepcc2_14mar.eventbrite.co.uk)