

**REDGATE MEDICAL CENTRE & SOMERSET BRIDGE MEDICAL CENTRE**

**SCORE CULTURE SAFETY SURVEY RESULTS – ACTION PLAN**

Joanna Pendray, Improvement Lead – Patient Safety, South West Academic Health Science Network attended the practice on Friday 3<sup>rd</sup> February 2017 to discuss the results of the SCORE Safety Culture Survey with staff. The results were shared with GP’s, practice nurses, admin and management team members and an action plan developed.

<b>Safety Pledge</b>	<b>Areas of good practice/Areas identified for improvement identified from Safety Culture Survey with Staff</b>	<b>Suggested Action</b>	<b>Action By</b>	<b>Agreed Completion Date</b>
<b>Put Safety First</b> - Commit to reduce avoidable harm in the NHS by half and make public the goals and plans developed locally	The survey highlighted that the majority of staff felt the practice had a very good ‘open door’ policy to the management team.  Staff felt they had time to reflect and share ideas within their individual teams and the whole practice team	Continue to support staff and look at new ways to enhance idea sharing.  Increase incident reporting and learning from all incidents in primary care (clinical and non-clinical) including medication incidents	Management Team	ongoing
<b>Continually Learn</b> - Make their organisations more resilient to risks, by acting on the feedback from patients and by constantly measuring and monitoring how safe their services are	Review feedback from from service users including the Friends and Family Test comments, PPG Survey and NHS Choices reviews	Inform service users of outcomes in a form of “You said, We did” via our practice website, practice newsletters and our waiting room information screen		
	Help people understand	Continue to discuss within the		

	why things go wrong and how to put them right	Practice if things go wrong and what could be done to put them right, with sufficient support and training for staff if necessary.		
	Dealing with conflict, difficult colleagues/patients behaviour - staff avoiding certain individuals thus risking overburdening others	Agree what the core values of the practice should be (Mission Statement) to prevent inappropriate behaviour and support staff.	To agree at next Practice Away Day	
<b>Support</b> - Help people understand why things go wrong and how to put them right. Give staff the time and support to improve and celebrate the progress	Members of the nursing team felt their input into reviews – child protection, palliative care, LTC reviews may improve communication and be beneficial to them and to the practice as a whole	At our next Practice Away Day look at how clinical review meetings are scheduled. Look at developing a programme of integrated GP/nursing team meetings.	All Clinicians	30/6/17
	Staff found lots of informal feedback about their performance useful – particularly new staff.	Continue to provide informal feedback to all staff and identify training needs	Management Team	
	47% of survey responders felt that other members of the team were suffering from burn out – more so at Somerset Bridge than Redgate	Be more mindful of how individual's venting stress and frustration is perceived by others. More positive approach to ask staff members what 3 things went well today. Changes within	All staff to retake Safety Survey.	

		practice team (new GPs and nurses), appointment system changes since survey has taken place may have already had a positive impact on perceived personal burnout – revisit survey May/June 2017		
	Staff making time for each other/not knowing who is working any particular day	Improve coffee-time get together, particularly at Somerset Bridge MC to have the opportunity to discuss issues and share workload	Duty Managers	
<b>Collaborate</b> - Take a leading role in supporting local collaborative learning, so that improvements are made across all of the local services that patients use	Members of clinical staff are often unaware of nursing/GP appointment waiting times which can cause frustration	Look at ways of sharing this ? possibly through the development of an Intranet bulletin board.	K Bartley	30/09/17
	To work towards becoming a GP Training Practice to facilitate learning and strengthen the workforce to help meet demand and other workforce pressures in the future	Develop working links with the Severn Deanery and other local GP trainers	A Tyler	
<b>Honesty</b> - Be transparent with people about our progress to tackle patient safety issues and support staff to be candid with patients and their families if	Under the “Duty of Candour” discuss openly and honestly with patients and their families any incidents that may affect them	Ensure service users are informed of the outcome of investigations and what changes have been implemented to reduce the likelihood of a similar	ALL	ongoing

something goes wrong		occurrence .		
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It was agreed that the practice would run the survey again in May/June 2017 to review the impact of any changes /improvements made.