



## 1) Background

- Initial idea came from the success of the PS clinics hosted by C&V.
- Aims:
  1. To provide a forum for staff to gain knowledge and understanding of patient safety.
  2. To provide a forum for the sharing of themes/trends identified from incidents.
  3. To provide a platform for the discussion and sharing of learning from incidents.
  4. To provide a direct link to the patient safety team, enabling closer working relationships with clinicians.
  5. To provide an opportunity for staff to gain expert advice/support around managing concerns/patient safety.

## 2) Gathering information, hints and tips

- Ideas and format discussed with C&V PS team.
- Document templates, session plans and content shared.
- C&V format – short talk from guest speaker, presentation of key learning/themes from concerns, opportunity for Q&A. Held 2-3 monthly.
- Key points identified:
  1. Low attendance at clinics particularly in-person but also virtually (attendance not exceeding 20).
  2. Advertising of sessions undertaken through whole-HB staff communication system.
  3. Limited time resource within PS team to establish, research and deliver clinics in C&V.

## 3) Development of CTM proposal

- Virtual sessions to maximise attendance, limit impact of COVID restrictions/social distancing.
- More focussed audience of a single clinical area/staff group rather than HB wide. Staff identified and invited directly via liaison with area lead.
- Content including learning, themes & trends tailored to specific clinical group.
- To include a celebration of good practice in every session.
- SBAR formulated and submitted

## 4) 1<sup>st</sup> trial PS clinic - planning

- Clinical area identified – Bridgend community MDT.
- Short talk topic decided and suitable guest speaker identified – Psychological safety and human factors by Becky Thomas.
- Learning themes and trends identified – Pressure damage, communication and management of complex medications in community setting.
- Date and time agreed – 4/5/22 @ 930
- Advertised on PST social media



## 7) What next?

Identification of further interested clinical areas.

Gain and evaluate feedback from trial session.

Develop/adapt session plan and format according to feedback (if required).

Advertise via CTM social media and encourage contact if interested in holding a clinic.

## 6) Feedback

- Initial feedback on the day very positive.
- Feedback evaluation form being developed to send to attendees to gain formal feedback.
- Future feedback forms will be embedded within the TEAMS link for completion after the session.

## 5) The session!

- Very well attended session which was scheduled alongside team's regular meeting to allow for ease of attendance.
- Psychological safety presentation very well received with key messages discussed.
- Interactive discussion of key learning themes.