Benefits

Here's what some participants have to say about our programme:

'Well locally it'll be about making safety the prime focus because through quality will come effectiveness and efficiencies and I know that sounds glib but when you understand that it's about process, its about elimination of defects, about standardisation its an argument that's already won'
Chief Executive

'We have devoted an entire Trust Policy Group Meeting to patient safety and have 3 'trigger tool' audits up and running, so we have been busy and I think the level of awareness in our Trust has certainly been raised significantly'
Medical Director

'We have a lot of things in place already and I think they're quite good, but I don't think, having heard what I've heard the last few days, they are nearly as good as we think they are so we are going to check on the reliability'
Medical Director (Surgeon)

'I think that I really have learnt quite a lot, and some things I thought I knew, it turns out maybe I didn't know them in the depth I need to know them, so I think I leave the course stronger than when I arrived'
Medical Director (Physician)

'Before coming on the programme I believed patient safety was going to be an additional set of projects and responsibilities but now I realise its inherent in everything we do – I just didn't see it before'
Deputy Director of Nursing

Safer Care
Eliminating harm to patients

Eliminating harm to patients

Building an NHS where all staff have the passion, confidence and skills to eliminate harm to patients

Passion because they have woken up to the scale of harm in the NHS and feel they have a personal role in making things better

Confidence because they know their organisation is supportive of their improvement efforts

Skills that mean they can implement improvements successfully

Leading Improvement in Patient Safety (LIPS) Programme

Modules

When you sign up to the programme, you commit to participating in all of the following modules:

- **Executive Quality and Safety Academy (EQSA)**
  For chief executives, medical directors, directors of finance, operations and nursing, chairs and non-executive directors. This two-day programme is designed to increase the capacity within your organisation. Focusing on seven leverage points, you will leave the academy with a detailed plan to improve quality and safety in your trust.

- **Leading Improvement in Patient Safety Core Module**
  For medical directors, directors of nursing, senior clinicians and patient safety managers. This five-day programme builds capability to lead improvement in patient safety. You will develop an implementation plan for tangible results and have the opportunity to share this with your chief executive on the last day of the course.

- **Leading Improvement in Patient Safety masterclasses**
  Offer your clinical staff both depth and experience in using the tools from the safety improvement toolkit and the chance to share learning.

- **Patient safety managers**
  Designed for operational staff, this programme continues to build on the technical capability and capacity within your trust. You will develop a range of technical skills for leading and facilitating improvement in quality and safety.

The toolkit includes:

- **Global Trigger Tool (GTT)**
  Helps organisations understand their rate of harm and know what harm looks like. You can then start measuring for self improvement.

- **Reliability**
  Shows you how to achieve a care process that delivers the right care 95% of the time.

- **Human Factors**
  Raises awareness of the factors that influence people and their behaviour. Consideration of these can help reduce the incidence of unnecessary harm to patients.

- **Situation, Background, Assessment, Recommendation (SBAR)**
  The SBAR tool provides a simple structure for framing critical conversations about a patient's condition to secure immediate clinical attention and action.

- **Statistical Process Control (SPC)**
  Presents information to track variation, identify special causes and step change.