

GP-SafeQuest - Making the most of your team's Safety Climate Survey Report

The Safety Climate Report is an important step in building a strong and positive safety culture in your practice but it is **not** the end point. The next steps are to:

- Share the results with all the members in your team, including those who did not participate;
- Discuss and reflect on the findings in the report. A practice team meeting is the ideal setting for this.
- Repeat the survey after a suitable period of time.

This guide was designed to help practices interpret the results in their safety climate reports and to facilitate team-based discussions. You may use all, part or none of this guide or adapt it depending on your own unique requirements.

Step 1: Identify the number of team members that participated in the survey

Reflective questions and potential implications:

- How many team members of everyone who were expected to participate completed the survey? *The larger the number of participants, the better the results will reflect the perceptions of the whole team.*
- Do the non-participants have specific characteristics in common? *If they do, it reduces the confidence with which the survey results can be interpreted.*
- Why do you think these team members did not participate? *There may be opportunities to increase participation in future – for example through raising awareness of the survey and rationale for measuring safety climate and considering timing, i.e. not during school holidays*

Step 2: Identify a safety climate factor or factors in Section 1 (for example 'workload') that the team perceived as positive in the practice. Do not consider other practices' scores yet.

Reflective questions and potential implications:

- What evidence is there that this perception accurately reflects reality? *Sometimes a positive perception and reality do not quite 'match up.'*

- Why is this factor perceived as positive? How has it been achieved? *This question is helpful to allow members to reflect on the team and their own strengths.*
- What learning points are there and what actions can be taken to so that perceptions of this factor will remain positive or which is transferable to other areas of the practice?

Step 3. Identify the safety climate factor in section 1 that the team perceived least positive in the practice. This does not necessarily imply that perceptions were ‘negative’. Do not consider other practices’ scores yet

Reflective questions and potential implications:

- What evidence is there that this perception accurately reflects reality?
- Why is this specific factor perceived in a less positive manner?
- What actions (if any) could be taken to improve perceptions in this area? *This may not always be possible or desirable and you should also consider competing practice priorities*

Step 4. Compare your team’s safety climate and factor results with those of the other practices. Try to identify those factors with the largest differences.

Reflective questions and potential implications:

- Do your team’s perceptions of safety climate or any safety climate factor in particular seem substantially more positive or negative than the average for other practices? While *differences do not imply ‘better or worse’ or ‘right or wrong’ they provide opportunities for further reflection.*
- What proof (if any) is there to substantiate the observed differences?

Step 5. Compare the results for the different staff groups in sections 2 and 3 (managers v non managers / clinical v non clinical). Try to identify substantial differences in perceptions between them.

Reflective questions and potential implications:

- Are there ‘obvious’ differences between the staff groups? Are one staff group’s perceptions generally more positive than the other or is there a difference for only one or two factors? *A large difference for a*

single factor usually indicates an important underlying cause. The size of the difference should be the focus. It can be difficult and counter-productive to try and establish which group is 'right'.

- Why are there differences in perceptions between the staff groups? *Allow individual staff members to offer their opinions.*
- How can perceptions be aligned?

Step 6. Compare this survey's results with any previous reports (if applicable).

Reflective questions and potential implications:

- Are there 'obvious' differences in safety climate or factor perceptions which have developed over time?
- If yes, what are the implications for the team and should further action be taken?

Step 7. Summarise the main points from the discussion and confirm the team's consensus. Agree the 'next steps' within a suitable time frame.