Leadership and Culture
Driver Diagram
Phase Two

The Scottish Patient Safety Programme is co-ordinated by Healthcare Improvement Scotland
Provide the leadership system that supports the improvement of safety and quality in mental health services

Develop the infrastructure to support mental health safety and quality improvement work

Ensure service users have an integral role in design and delivery of SPSP-MH

Leaders, including NHS Board, promote the importance of safety work in mental health

- Establish SPSP-MH implementation group (may have wider remit) and ensure integration with existing improvement work across MH inpatient units
- Ensure links with wider patient safety programmes
- Implement safety climate survey for staff and act on results
- Ensure effective critical incident review system are in place and processes for feeding learning into the work of the SPSP-MH programme locally
- Implement measurement system to understand and drive patient care quality and safety indicators
- SPSP-MH Programme has access to individuals skilled in supporting wards to collect, display and interpret the data

- Implement the Patient Safety Climate Tool
- Every implementation meeting starts with a service user story
- Service users & carers are actively engaged in the Implementation Group, Leadership Teams, Safety Walk-rounds–Mental Health Specific

- Board level post with responsibility for SPSP-MH who links regularly to MH implementation group to track progress and remove barriers
- Add SPSP-MH progress and outcomes to Board agenda
- Multi-disciplinary leadership team in place (to include as appropriate psychiatry, psychology, AHPs, nursing, social work, pharmacy, managers, service users & carers)
- Display the data that depicts progress toward SPSP-MH goals
- Implement safety walk-rounds:
  - ensure senior team and service users participate in walk-rounds
  - promote involvement of full MDT in walk-rounds
  - feedback mechanism for issues raised and actions taken

Ensure service users have an integral role in design and delivery of SPSP-MH