

GP-SafeQuest Safety Climate Survey

Section Definitions

- a) **Workload** - this factor covers: impairment of performance by excessive workload, inadequate staffing levels, time constraints, and expectations of staff when working under pressure
- b) **Communication** – this factor covers: the degree to which discussion between team members at all levels are open and honest, staffs perceived freedom to question management decisions and whether staff are kept up to date with current developments and vision of leaders for the practice
- c) **Leadership** – this factor covers: whether existing hierarchies are perceived to have detrimental effects on work, the consequences to staff who highlight significant events, the effectiveness of leadership within teams, whether leaders are open to suggestions for improvement and attitudes towards rules and formal procedures,
- d) **Teamwork** - this factor covers: the perceived importance of teamwork, level of mutual respect and support within teams, whether disagreements are dealt with effectively and reported of job satisfaction.
- e) **Safety Systems & learning** – this factors covers: the degree to which practices encourage reporting of significant incidents, existence of procedures to prevent patient safety incidents, participation of all staff members in the development of protocols, risk assessment and significant event analysis, the extent to which practices assess latent threats and pro-actively safeguard staff and patients safety.

Staff Definitions

- a) **Management** : GP partners and practice managers.
- b) **Non management**: all other practice employed staff.
- c) **Clinical**: all medical, nursing and phlebotomy staff employed by the practice as well as clinical staff employed by the health board (district nurses).
- d) **Non Clinical**: all other staff employed by the practice.

General Definitions

- a) **Practice**: The general medical practice which is undertaking this survey.
- b) **Significant event** : Any event thought by anyone in the team to be significant to the care of patients or the conduct of the practice.
- c) **Team members**: All types of general practitioners, GP trainees, practice staff, practice nurses and practice managers, regardless of their working pattern or whether they are self employed or employed by the practice.
- d) **Attached team members**: Community health nurses, district nurses, social workers, health visitors and other such staff
- e) **Practice leadership**: GP partners and practice managers.

Please note: where data for negative questions (within both leadership and workload sections) is presented, the results have been reversed, and a high score is therefore desirable.