

# Patient Safety Climate Tool Workshop

## Flash Report

### About the workshop

On Wednesday 1<sup>st</sup> September, Mental Health Improvement Portfolio held the Patient Safety Climate Tool Workshop. It was attended by 29 participants from a range of NHS health boards, health and social care partnerships, third sector organisations and people with lived and living experience, and who were asked to take part in a number of activities to review the tool and its use. This report presents the findings from the workshop. The aim of the session was to understand: What worked well? What needed improvement? What should be removed? Then: What could be added to the tool? When to best administer it? And finally, how to best administer it in the current digital environment? Participants were also given an opportunity to feedback to each question within the tool via survey open after the event.

### Attendees Feedback

“Really enjoyed attending this during the week and networking with others, discussing a really valuable tool used within services to improve patient experience.”

“Hearing different perspectives.”

“Bringing patient safety back to mind again.”

“Group discussions – people with lived and living experience in group with clinicians”

### Speakers

At the workshop we were joined by two speakers who provided an overview of the Scottish Patient Safety Programme and newly developed tools including the Essentials of Safe Care and the importance of involvement of people with lived and living experience in our work.



Gordon Johnston, Public Partner

Jo Matthews, Head of Safety,  
Healthcare Improvement Scotland



# Feedback on the Patient Safety Climate Tool



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Infection control safety question

GDPR Information

**What could be added**

Add summative reports from different PSCT

Visual breaks / window showing 1 question at a time

Make it more accessible

Question about environment meeting physical health needs

After patient is well enough to discharge

After discharge for completion on their own

**When to administer**

As part of adverse event protocol

Multiple times throughout the patient journey

Any time

Instant feedback for users

Virtually via video-conference

Patient own device

**How to best use**

Display questions on a screen

Video version

Digital version

Use of talking mats with people with intellectual disability

# Patient Safety Climate Tool Feedback

## Patient Safety Climate Tool Questions

The participants had an opportunity to review all the questions within the tool and suggest possible changes via a Teams Survey that opened at the workshop and remained available for the following two weeks. Below is a sample of the suggested changes and comments to some of the questions.

Question in current form	Suggested changes / comments
What does safety means to you?	What does feeling safe mean to you?
If I witnessed somebody else being restrained I think this would be done safely.	Again may have witnessed or not - needs to cover both scenarios. / We need to change wording of restrained - if someone was distressed ? management of this.
I feel safe with the mix of patients on this ward.	Again a difficult one. Do we mean gender, age, diagnoses?
If I witness difficult events on the ward, staff help me make sense of them	Could have witnessed events or not - needs to be worded to cover both / If I witness difficult events on the ward, staff are there to provide support.
If I had to be restrained I feel this would be done safely.	We need to change wording of restrained - not sure what would be best wording but it would be difficult for people to answer that question may cause additional anxieties.

## Next Steps

SPSP Mental Health team will take the feedback and learning from the workshop and work in collaboration with NHS Health Boards, Health & Social Care Partnerships, Third Sector organisations and people with lived and living experience to develop a new version of the tool.