



500 Patient Safety Climate Tool Interviews

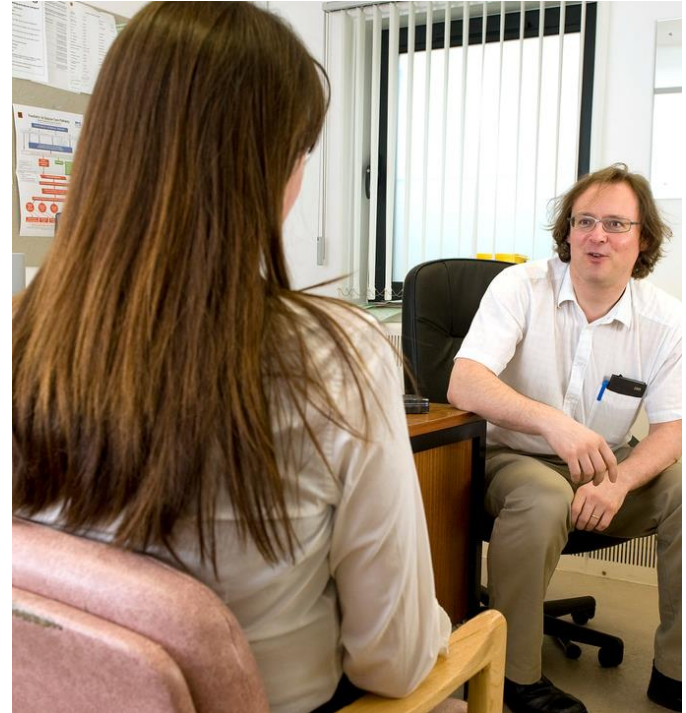
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500 Interviews

- Between November 2013 and February 2020 we facilitated 500 SPSP patient safety climate tool interviews across 14 wards in all the major hospital sites across the NHS GG&C area.
- These ranged from ICU and AAU wards to rehabilitation wards.
- We are an independent lived-experience led organisation.



500 Interviews

What did we learn?

Across the three iterations of the Climate Tool:

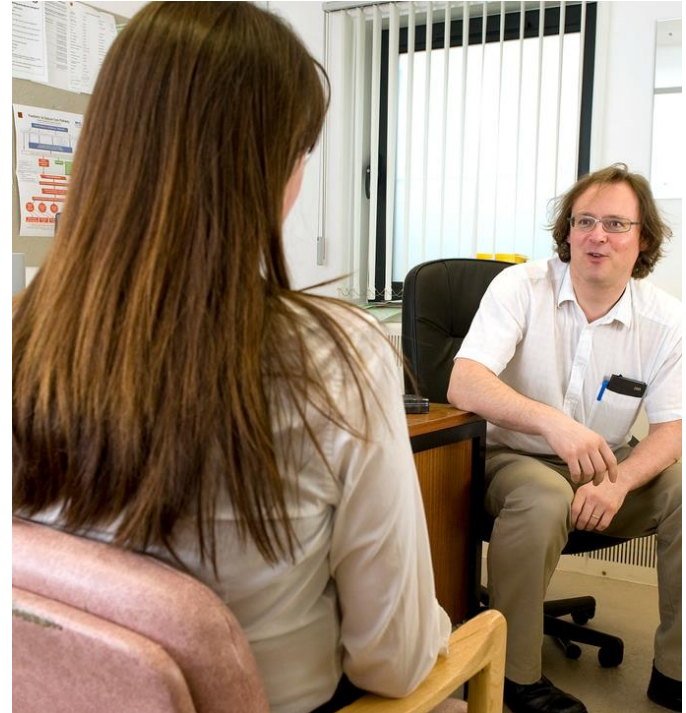
The proximity and presence of staff to patients is hugely important.

Communication with patients is critical to engagement in care.

Patients exercise agency, even in highly controlled environments.

Relationships matter. Enormously.

Patients learn from their experiences of treatment.



500 Interviews

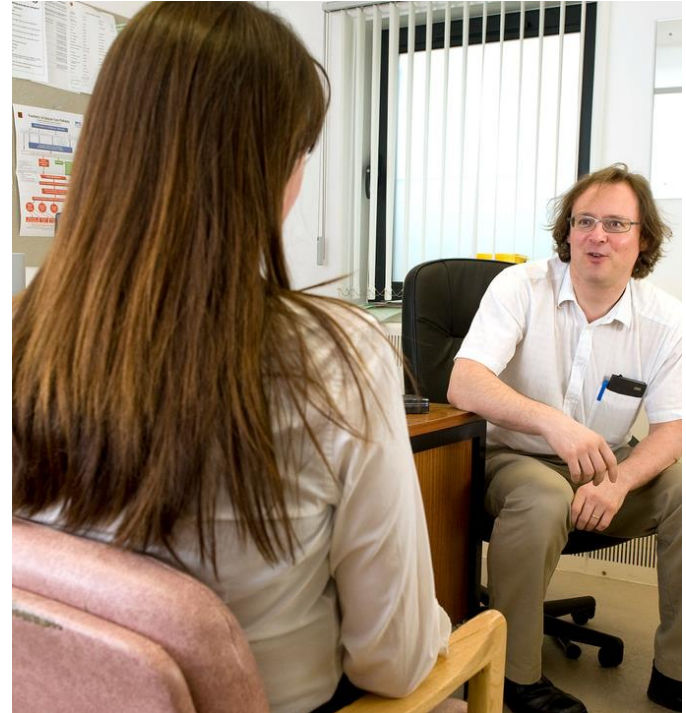
What benefits did this activity bring?

We provided feedback to support development of the climate tool.

We gave patients knowledge of the fact that the ward was part of the SPSP programme.

Facilitation allowed for an exploration of stated views to explore the entire context behind a statement.

We were aware of the ward level improvement activities and could to some degree explore these areas where they came up in the answers to the questions.



500 Interviews

Impact of the engagement activity

Built relationships with the ward environment and enabled them to become accustomed to patient engagement activities.

We could highlight where patient feedback was relevant to the ward level improvement activity.

Gave a credible source of patient feedback to support the programme.

MHNGG supported the leadership walk-rounds also and married the patient feedback into the wider SPSP programme.

