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External Review of Incidents

In our senior leader workstream human factors trained reviewers from the acute trusts in the region are:

- Commencing the next 2 reviews of serious incident investigations
- Covered by a recently agreed Memorandum of Understanding
- Contributing to the process design for reviews

Primary Care Pilot

Working with Key Medical Practice on:

- Improving processes for patient access to appointments
- Improving prescription processes
- Solutions implemented for 2 month trial period
- Interim data collection underway

Upcoming training courses

The PSA will continue to provide funded patient safety courses based on a human factors/ergonomic approach. Funded courses will be offered to healthcare staff in the Thames Valley region over the 2017-2018 financial year as follows:

- ▶ Introduction to Human Factors (half day course)
- ▶ Leading an Improvement Project (two day course)
- ▶ Analysis of Clinical Incidents (two day course)
- ▶ Train the trainer (two day course)

Should you be interested in attending please contact us by emailing wendy.washbourn@ndcn.ox.ac.uk or by phoning 01865 740780.

New in 2017-18

Maternity Safety Projects

The PSA is starting work with Maternity services to support additional human factors content to the MESH (Maternal Emergency Simulation in the Home) course .

Learning Disabilities

We will also deliver 2 projects starting in the summer, which will see us adapt our Introduction to Human Factors course and the Investigating Serious Clinical Incidents course for use in Thames Valley Learning Disabilities Services. These adaptations will involve staff, carers and families in the design of the courses and in pilot testing of the new material.

Embedding Human Factors/Mandatory Training

The third new project for 2017-18 is the development of a human factors mandatory training programme designed to deliver the ambition of embedding human factors knowledge for NHS staff .



Training Summary

Since April 2016:

- ▶ 35 courses in total
- ▶ To 520 staff, (mostly in teams)
- ▶ In acute, primary and community care settings across Thames Valley

Ongoing local work

The PSA continues to work locally in Oxford. Projects include staff led improvement projects in medicine and surgery, and an improvement project in radiology focused around scanning processes. We continue to support the Oxford University Hospitals Future Leaders Programme and are regularly involved in the analysis of serious incidents with the Trust.

Our work is funded by HEETV and we have an agreement with them as sponsors on prioritising requests for training and support. Bids for assistance will be considered through this mechanism. Please get in touch with us if you would like to get involved in our work or to be kept informed of our work at info@patientsafetyacademy.co.uk


Health Education England