

# “If You See Something, Say Something” Engaging Parents in Ward Safety Culture

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## BACKGROUND

- The Royal Free is a busy District General Hospital in North London
- Parents are experts** when it comes to their child and may notice signs of deterioration or something ‘not being right’ before others.
- Parents do not always feel empowered to speak up and yet form an important part of **Mitigating Safety Issues**.
- Engaging parents in improving the ward safety culture has been a key priority for the SAFE team on 6 North in order to **Improve Patient Care**

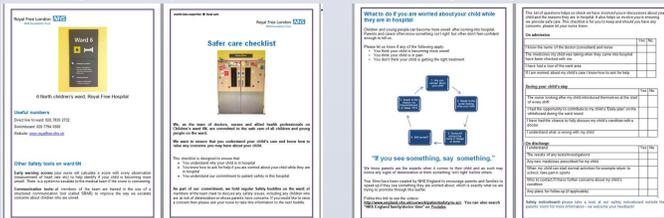


- Parents reported lacking an understanding of the importance of escalating their concerns about their child’s safety.
- We aimed to improve their understanding of deterioration and how to speak up if they are concerned:

**“If You See Something, Say Something”.**

## SAFETY LEAFLETS FOR PARENTS

A "safety checklist" leaflet has been adapted from Southampton Children’s hospital by a junior doctor with parents. It aims to educate them on recognising deterioration and to empower them to speak up if concerned. PDSA cycles allowed the leaflet to be refined by parents before implementing a laminated version including NHS England parent videos on recognizing deterioration.



## SAFETY NOTICEBOARD

- Collaborative project with play specialists and patients-
- Displays Information about the SAFE programme including safety data
- Locates next to parents room for accessibility



## WELCOME PACKS



- A welcome pack is provided to all parents upon admission to the ward
- Aims to **Educate and Empower Parents** to identify and raise safety concerns through a friendly and approachable manner

## DAILY PLAN WHITEBOARDS

- Since May 2015 bedside whiteboards have been introduced to improve communication with parents.
- A Daily plan is agreed with patients and/or parents & listed on whiteboard during the morning ward round (eg. times of medication/tests and parent’s schedules)

**“Better Communication, Better Care”**



**“Everyone is on the same page”**

**“Both me and my husband know what is happening”**

## FEEDBACK FROM PARENTS

**80%**

- Agreed / Strongly Agreed the safety leaflet was useful
- Felt more empowered to recognise deterioration

**100%**

- Felt the leaflet was easy to understand
- Felt a Significant Commitment to Patient Safety on the ward

## CHALLENGES

- Keeping momentum going
- Actively bringing parental concerns to ward safety Huddles
- Gathering feedback from parents

## Acknowledgements and Contact Details

- We would like to thank the SAFE team for support and guidance
- Thanks to Dr Kate Pryde, QI lead at Southampton Children’s hospital for sharing their “Safer Care checklist”
- Thanks to Dr Yincen Tse for inspiring our Daily Plan whiteboards
- Site clinical lead: [j.runnacles@nhs.net](mailto:j.runnacles@nhs.net)