Engaging patients, families and staff in Situational Awareness for Everybody (S.A.F.E) on the paediatric ward (T11 South) at University College Hospital London.

Dr Vanessa Zammit Ventura¹, Dr Penny Salt¹

¹Paediatrics and Young People Services, University College London (UCL), UCLH NHS Foundation Trust, London, UK

Background

The following were introduced onto our paediatric ward in November 2015:

• Safety huddles
• SAFE poster displays (Figure 1)
• Parent communication board (Figure 2)

Aims

• Analyse perception of patient safety in patients and their families.
• Measure current levels of patient safety culture in members of staff.

Methods

• Parents of children (0-8 years) and patients (9-12 years) discharged from the children's ward in January 2016, were asked to complete an anonymous 'Experience of Care Survey,' (Figure 3 and 4) developed by the Anna Freud Centre as a SAFE tool.
• All paediatric and nursing staff and ward pharmacists were asked to complete the Sexton Staff Climate Survey in the same period. (Figure 5)

Results

• Total surveys completed by staff (n=18): doctors 12/18 (66%) - 9/18 (50%) of the total) consultants; and nurses 6/18 (33%) – 3/18 (16%) band 5 and 3 /18 (16%) >band 5. (Figure 7)
• There is a strong patient safety culture and strong leadership in the department: 17/18 (94%) agreed.
• Staffing levels were sufficient: 11/18 (38%) agreed; 6/18 (33%) slightly disagreed; and 5/18 (27%) neutral.
• Overall score for the Sexton Staff Climate Surveys was 4.1 out of 5. The Safety Climate Mean was 4.45.

Discussion

• Patients and their families feel safe on the general paediatric ward.
• Senior medical and nursing staff feel positive about safety apart from staffing issues.
• Our current staff survey climate suggests that staff have a proactive patient safety culture. Further data collection from a wider range of staff members is needed to ascertain the true current level of patient safety culture and clearly show any perception differences between staff groups.
• Our aim is to achieve a generative patient safety culture where safety is integral to everything we do.
• Current staffing issues need to be addressed to improve safe perceptions.

Future Plans

• Continue data collection for parent and patient surveys.
• Repeat the Sexton Staff Climate Survey at regular intervals to track staffing views on safety.
• Encourage engagement with families by goal setting with parents and patients on ward rounds.

Key Message

• Patients and their families feel safe on the general paediatric ward
• Strong medical and nursing leadership is key to having good safety culture

Reference


University College London Hospitals
NHS Foundation Trust