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Quality and Safety Strategy Improvement (Culture) Workshop Pack

Monday 5th September



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Interactive feedback session

SWOT – Quality & Safety Culture

Strengths

Weaknesses

SWOT

Opportunities

Threats

Openness and honesty

Proud

acceptance that we are on a journey - staff go above and beyond - it's their local hospital

We've been through a lot of change at all levels - one challenge to stability - "change fatigue"

Change fatigue

financial limitations

processes to recruit is a 3 month gap which puts huge amounts of pressure on staff - breaks down the resilience of staff in post

staffing levels

Transparency

Need alignment from the top to prevent duplication / too many priorities

robust approach to supervision - some areas are stronger than others

Staff have become isolated and unsupported

Geography

caring organisation

should be able to put job adverts and replace retirements quicker as this leaves gaps

Lack of regular supervision - not providing staff with sufficient reflection on quality / safety and opportunities to develop this.

Silo working / lack of accountability

Doing the bare minimum to survive - meeting targets - if we had more staff and longer hours we could deliver a better service and better outcomes for patients

Psychological safety

Learning from incidents

Celebrating and sharing good practice

Learn from successes, such as transformation in maternity

SWOT

Consolidation

Silo working

Reactive rather than proactive

Difficult to fill shortages in some areas - morale goes down for the staff who are working

National shortages in some professions

We are on a journey

staff shortages - autonomy to fill gaps for the staff in post

Longevity and organisational memory of the workforce

Opportunities

Threats

Creating the space for sharing learning and development opportunities across the trust

Involving patients, carers and families wherever possible

Build on what we've already done

Opportunity to build quality improvement skills

clear objectives over the organisation

Staff not being given the autonomy to act

communication across the organisation often find out about things when completed not starting out.

not co-ordinating efforts across the organisation

staffing levels

Burnout

patient flow

Quality and safety Culture

How can we embed a culture of improvement and transformation?

How can we embed a culture of safety improvement that improves outcomes?

