

Review, Reflect, Respond – Looking Back to Look Forward’



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As it seems the NHS is always in the headlines. In some ways we should be encouraged – it shows that our health, and the health of our loved ones, is of paramount importance to us. The high-profile scrutiny of our services shows that our community cares and expects things to be better. With the production of National Improvement Programmes designed to help us recognise and learn from our mistakes so we can do better we wanted to deliver a forum where we could share and encourage this to happen.

Aims of the Day:

To provide an arena for people to reflect on some areas of practice where things have gone wrong. For staff to reflect and learn from the information provided.

The emphasis of the event was about learning, it was not about blame and recrimination. It was too show all those involved that the health service belongs to us all and is both our future and our legacy.

Objectives:

We wanted staff:

- To learn about some of the themes emerging from investigations and share with staff some of the ways we are putting things right.
- To come together as a collective group from the division to listen, learn, reflect and begin a drive for change and development within our practice.
- It was an opportunity for staff to network and to engage with their colleagues from within the organisation and to reinforce the links
- To promote a sense that it is in all of our interests to redouble our efforts, to review what has happened, to take the time to reflect and to respond so that we can rekindle the sense of pride and confidence in our services that has been so badly tarnished by recent events.

Evaluation

The events have enabled us to further develop and build a service where better patient outcomes remain the focus. It encourages our staff to 'learn from mistakes' and improve the quality of care we deliver.

It provides a forum for honesty and transparency were we encourage staff to ask questions and reflect on previous ways of working. We will encourage them to change practice based on local and national drivers.

By providing examples of the "patient story" it reminds us of the need to be engaged with all those involved in our service