

## **Action Points of the 6<sup>th</sup> Meeting of the CHFG**

**Hosted by Imperial College at St Mary's in London  
8 January 2009**

Present (including Guests):

Nick Barber, Martin Bromiley, Jane Carthey, Julia Clarke, Nikki Davey, Murray Devine, Rhona Flin, Tony Giddings, Allan Goldman, Guy Hirst, Melinda Lyons, Nikki Maran, Emma Marsden, Graham Neale, Stephen Ramsden, Jane Reid, Chris Sadler, Nick Sevdalis.

This meeting (the best attended so far) proved to be a very useful opportunity to swap information as well as work on the core items of the agenda. We were kindly hosted by Charles Vincent and his team at Imperial who followed the meeting by granting us a tour of the facilities as well as sharing some of their current work (a copy of some of the PowerPoint slides from their presentation is attached).

### **Item 1 – The Patient Safety First Campaign and the “Human Factors How To Guide”**

Stephen Ramsden updated us on progress so far. He started by reminding us that the core value is “by the service for the service”, and so making patient safety everyone's priority. There are a variety of interventions Trusts can sign up to, although the Leadership one for getting “Boards on Board” is compulsory if they've signed up for the campaign. A recent study of the Trusts so far signed up suggested that most are taking the programme seriously despite some cynicism from outside.

The perioperative care bundle is the intervention most are interested in (this includes the Safer Surgery Checklist). Next week an NPSA Alert will be issued about using the Safer Surgery Checklist, among the group present there was some disappointment about this as it was felt it was another example of a top down approach without giving the campaign a chance to have an impact.

Jane Carthey who is leading the CHFG's development of a “How to” guide on human factors for the campaign then shared a first draft of the document. This was designed for the group to “get their teeth into”. There was a lengthy discussion about the purpose of the “How to guide”, which will be offered as one of the interventions by the campaign.

It was agreed that the guide is being developed to act as an introduction or taster for those on the frontline and those at management/Chief Exec level. It should offer signposts to work already done and more importantly offer the reasons behind why certain tools are useful (e.g. SBAR, Checklists etc). If you like it's about awareness, then resourcing.

It was agreed we need to be realistic about the starting point, that there are still many clinicians and Chief Execs unaware of HF. To help it was suggested that we need “Focus Briefs” for each target audience of maybe just 2 sides of A4 each.

There was also a discussion about whether to use the term HF or non technical skills. It was suggested you could talk about “Technical skills” and “Beyond Technical skills” as it’s important that we don’t batter clinicians about what they’re “bad” at but how else their skills can be stretched. It was also suggested we need to get people to think about their own contribution to the “culture” around them – are they willing to look in the mirror?

It was also commented on that still there is no cultural standard or set of behavioural norms. Maybe that’s something that would form the next stage of the work as each intervention in the Campaign is designed to grow. Within this there was much discussion about defining the difference between “new” behaviours and currently “unacceptable” behaviours or poor performance. It was agreed these are two different things (see below re the NHS Employers).

Another resource for the intervention is that the NPSA (represented by Melinda Lyons who is providing maternity cover for Bev Norris) is hoping to have a section on its website dedicated to human factors.

In summary then, the “How to guide” is a flagging up exercise.

**Action (all needed by 22 Jan):**

**All – Please review the content of the attached first draft. Please identify and send any useful contributions to Jane that fill in the gaps to the draft no later than 22 Jan.**

**Graham Neale – Contact Jane regarding work on Wards and HF**

**Nick Barber – Send Jane communication work around the Connecting for Health project**

**Rhona Flin – Forward Jane her work on an HF toolkit**

**Jane Carthey – coordinate the redrafting (including Focus Sheets for frontline clinicians and Chief Execs) and to share the new draft as soon as possible.**

**Item 2 – NHS Employers**

Sian Thomas of the NHS Employers had been in touch with the CHFG regarding working together. Sian had intended to be at the meeting but personal issues made that impossible. Her approach was particularly welcomed especially bearing in mind the concerns expressed earlier about performance management. It was agreed that the CHFG and NHS Employers should work together around the areas of behavioural norms and performance management to help engage HR Depts. in particular.

**Action**

**Martin Bromiley – Follow up with Sian Thomas and invite to next meeting**

### **Item 3 – Parliamentary Inquiry into Patient Safety**

Martin Bromiley updated the team on progress. It was clear from his meeting with the Inquiry that a significant theme may be “independent inquiry” into SUI’s or equivalent. The discussion which followed highlighted the danger of driving SUI’s underground though. In principal however most agreed it is the way to go as indeed already happens in some other countries. Tony Giddings confirmed that HF is still a focus of forthcoming sessions but the Committee are also looking for an “ordinary” Doctor and Nurse to attend a session to give the frontline perspective on patient safety.

We also discussed the need for a just culture and how messages sent from some organisation such as the NHSLA can send mixed messages about managing openness.

#### **Action**

**All – Please forward to Tony Giddings any names of “ordinary” Doctors & Nurses who at short notice might be prepared to attend. Please so by 16 Jan.**

**Murray Devine – To update the group on what happened to the “Making a mends” work that was to be enshrined into UK Law**

### **Item 4 – Discussions about engaging the Pharmaceutical Industry**

Professor Nick Barber has joined the CHFG and at his first meeting reported back on a telephone conference prior to Christmas with Chris Seal (a pharmacist and airline pilot) and Brian Edwards (a medic with a background in pharmacy regulation and now running his own business). The Pharmaceutical industry is very powerful and extremely regulated, in fact so regulated that it’s impossible to meet the regulations! It’s also fairly secretive, doesn’t share information readily and not standardised. There is an expectation that the industry should be using good “HF” practices but doesn’t know where to start. There was agreement during the telephone conference of the nature of the problem around packaging, labelling, usability for patients and clinicians, licencing issues, pharmacy recalls etc. Nick, Brian and Chris are now having a bit of time to reflect as getting to the right level with the power to make things happen in big pharma is going to be difficult.

### **Item 5 - CHFG & AfPP conference during October 2008**

This event was reported on by Jane Reid. There was a high level of interest, 600 people attended and the feedback suggests our message was very powerful. We scored the highest scores on post session evaluation. The message from the audience was we want more but where are the medics? This led onto a discussion about the conference circuit in 2009.

## **Item 6 – Conferences in 2009**

The AfPP through a new President (Diane Gilmour) has asked to work with the CHFG again for the October programme, this time for a whole day. In answer to the question “where are the medics” Jane Reid has been working hard and has agreement from the RCS (Eng) and the AAGBI that they will endorse and support a joint event with the CHFG and AfPP. A draft programme needs producing fairly soon, and it’s possible that it will include breakout workshops.

Allan Goldman outlined the next Risky Business due on 17 & 18 September. This will be two days, the first on “human factors”. Allan has already defined a programme and it was agreed that the CHFG will be part of this and endorse/support it.

The issue was raised of how/whether we should be supporting the wider conference circuit. There was agreement that the format of a number of speakers from the CHFG could provide a “package” on HF that would be a good way of spreading the word. There was some discussion about talking to “Healthcare Events” who seem to attract a large number of Medics, however there was a certain amount of discomfort within the group about the using them. There will also be opportunities for the CHFG to work with the Patient Safety First team in helping with the HF intervention.

### **Action**

**Stephen Ramsden – Talk to the Confederation about this years programme**

**Martin Bromiley – Identify opportunities for the CHFG to have a larger session in conferences that he’s invited to.**

**All – Volunteer themselves or offer ideas to Jane Reid and Hugh Rogers of who might be on the programme.**

**Jane Reid and Hugh Rogers – Develop an outline programme by mid Feb to be shared with the Standing Group by email**

## **Item 7 - Alliance for the Safety of patients**

The Royal College of Surgeons of England has decided that the Alliance should be reconstituted as a group that the college supports but doesn’t control. They’ll be an advisory group and this could be a step forward for the other disciplines that work with Surgeons.

## **Item 8 – The HF Training Workstream.**

Nikki Maran explained that the sub group working on this had struggled a little at the end of last year and Nikki’s own work commitments had just proved too much. The sub group had got to the point of defining the main areas of an HF curriculum. (Nikki Davey of the NHS III is also in the process of developing a piece of work scoping what “HF Training Work” is already out there, in terms of inclusions on existing programmes, Sim Centres, possibly other providers. This work should be complete by April 2009).

There followed a debate about the value of the CHFG sub-group defining a curriculum, are we a “legitimate authority”, should this be left to others to do etc. For example Rhona Flin is working on a curriculum for the WHO and that in itself is a massive project, the Health Foundation is setting up a literature review, the NHS III has their Productive Operating Theatre project etc. However it was clear that we do have a legitimate right to stimulate, influence and help steer the debate. We are providing an extraordinary network of people who have huge influence

Eventually it was agreed that as a group we need to have a sense of what we believe is an appropriate curricula as a way of shaping opinion.

As a side project it was hoped to have an internet forum set up to support the exchange of ideas on this project and this hasn't happened yet although we already have the software. It was suggested that one of the academic institutions might be able to run this on our behalf.

### **Action**

**Nikki Maran – To share with the group the work so far on curricula for comment**

**Tony Giddings – to forward a copy of the work already done by himself, Guy Hirst and Trevor Dale to Nikki Maran**

**Martin Bromiley - to discuss with Imperial the possibility of helping to run the forum on behalf of the CHFG**

### **Item 9 – NHS III work on Safer Care in the Leading Improvements in Patient Safety programme (LIPS)**

*Presented by Nikki Davey, see attachment for PowerPoint presentation.*

### **Item 10 – NHS III work on the Productive Operating Theatre.**

The three field test sites are well underway with Atrainability doing the training. It's proposed that it'll be launched in summer; followed by the next stage of working out how to train the Trainers. As an aside Hugh Rogers started by saying that the DVD about Elaine Bromiley's story and Human Factors had already had a “print run” of 500 copies, the second set of 500 already produced and it seems to have gone international.

### **Item 11 - NHS North East Patient Safety project.**

*Presented by Emma Marsden, see attachment for PowerPoint presentation.*

**Next meeting. Murray Devine (now Head of Policy on Patient Safety for the DH) has agreed to host the next meeting at Wellington House in London (3 mins walk from Waterloo Station) on Weds 22 April 2009.**

[http://www.dh.gov.uk/en/ContactUs/OfficeLocations/DH\\_4026076](http://www.dh.gov.uk/en/ContactUs/OfficeLocations/DH_4026076)