

Patient Safety is everyone's business



PATIENT SAFETY

Bulletin No.5 - 16th March 2020

If you have done or seen something that you feel has improved (or compromised) the safety of our patients, let us know

Focus on Training: The training department have said that staff have booked and then not attended some of the workshops and training events that they have organised.

Please be reminded that if you are unable to attend a workshop let the training department know then someone else can attend the workshop in your place

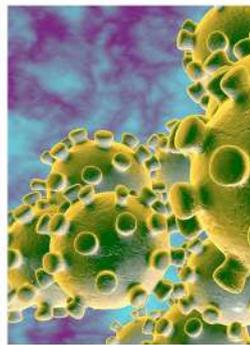
Congratulations



A small team of staff on the Grange have this week been presented with gift vouchers.

These are in recognition of their caring support with one particular patient.

Just goes to show that teamwork pays!



Patient Snapshot Survey

The March Snapshot Survey is about the use of the Sensory Room. Please ensure that patients have a copy of the survey to complete and help to do so if needed.

Surveys must be returned to the Audit Manager as soon as possible once completed. The final date for returns is the 31st March 2020.

Audit Database

There are several audits that are still outstanding for March 2020. Contact the audit manger if any help is needed OR if you have a burning desire to get involved in audit projects going forward.

Non-essential Visitors to Cawston Park are currently being discouraged to attend the Hospital at the current time. Please remember this when organising essential meetings or events.

NOTE: It has been confirmed that the CARER EVENT for the 4th April 2020 has now been cancelled.

Lessons to learn this week

- Seek out and listen to colleagues and staff.
- Hear the patient voice, at every level, even when that voice is a whisper.
- Recognise that the most valuable information is about risks and things that have gone wrong.
- Operate an 'no blame' approach.

A promise to Learn – A commitment to Act' (2013).