

## In this edition

- Upcoming training courses
  - First external reviews commencing
  - Update on primary care pilot
  - Local improvement work
  - Human Factors training in the region
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## External Review of Incidents

As part of our senior leader workstream we are working on the development of a pilot system that can provide mutual exchange of external reviewers for a selection of incidents. We have had strong support for this proposal from the Trusts in the Thames Valley region.

Each Trust has put forward two individuals who have undergone training in Human Factors/Ergonomics to form part of this pilot and contribute to its design and iterative development. The first two external review of incidents are commencing this autumn.

## Upcoming training courses

The following funded courses will be offered to healthcare staff in the Thames Valley region over the coming winter/spring:

- ▶ Introduction to Human Factors (half day course)
- ▶ Leading an Improvement Project (two day course)
- ▶ Analysis Clinical Incidents (two day course)
- ▶ Train the trainer (two day course)

Should you be interested in attending please contact us by emailing [wendy.washbourn@ndcn.ox.ac.uk](mailto:wendy.washbourn@ndcn.ox.ac.uk) or by phoning 01865 740780.

## Primary care work

Currently the PSA are working on pilot improvement projects at two GP practices; Botley Medical Practice and Key Medical Practice. Staff at both practices have undergone training in Human Factors/Ergonomics. The focus of these projects are on two main areas; 1) improving the process by which patients get access to appointments and 2) improving the processes around prescriptions.



## Training update

Since April we have delivered:

- 22 courses in total
- To 256 staff
- Including doctors, nurses, allied healthcare professionals, administrative and managerial staff as individuals and in teams

## Ongoing local work

The Patient Safety Academy are involved in improvement work more locally in Oxford. This includes improvement projects in medicine and surgery focused on recognition of deterioration, and an improvement project in radiology focused around scanning processes. We are also involved in supporting the Future Leaders Programme and incident analysis.

Our work is funded by HETV and we have an agreement with them as sponsors on prioritising requests for training and support. Bids for assistance will be considered through this mechanism. Please get in touch with us if you would like to get involved in our work or to be kept informed of our work at [info@patientsafetyacademy.co.uk](mailto:info@patientsafetyacademy.co.uk)

  
**Health Education England**