

Patient safety culture discussion tool

This learning tool has been produced based on the results of the 2019 patient safety culture survey which was carried out by the Community Pharmacy Patient Safety Group. Before using this discussion resource, we recommend that you have a look at the [survey results here](#) together as a team. Even if you didn't take part in the survey, the questions below will help you and your team to review and reflect on current practice in your pharmacy and think about opportunities for improvement.



Either as part of your regular **safety huddle** or a **team meeting**, work through the questions below. Remember there are **no right or wrong answers**. These questions are designed to encourage a discussion among your team so you can learn from each other.

Patient safety is not just the responsibility of the pharmacist, but relies on **the whole team** so ensure that everyone in the pharmacy team is engaged in the discussion.

Discussion points

1. What do your pharmacy team think is meant by 'patient safety culture' and what are the key requirements to achieve an excellent safety culture?
2. Discuss in your team who you think is responsible for reporting patient safety incidents that occur in your pharmacy.
3. Why do you think it is important to share and report near misses?
4. When patient safety incidents occur, it is important that feedback and learning is used to help prevent the same errors occurring again. In your team, think about what types of feedback you all find most useful.
5. Discuss among your team any barriers that prevent you from reporting incidents and what could help you overcome these barriers.



Helpful hints...

[NHS Improvement resource: Features of a patient safety culture](#)

[RPS quick reference guide: The right culture](#)

[RPS professional standards for error reporting](#)

[PSNC guidance: Patient safety incident reporting](#)

[PSG resource: Wellbeing in the pharmacy](#)

Next steps

In your whole team, how will you work to improve the safety culture in your pharmacy and encourage sharing and learning?

We recommend that you use the space below to **write down three actions** that your pharmacy team will take. Agreeing a review period, for example every three months, will help your team work towards a goal and evaluate any improvements in your practice.

Example actions to take: You might decide to have a weekly safety huddle with the whole pharmacy team to discuss any incidents or near misses, or you may decide to appoint a patient safety champion in your pharmacy.

1 _____

2 _____

3 _____

Date actions recorded: _____

Review date: _____

