Pinpoint Critical Themes from Serious Incidents and feedback

Led by Team involved with “expert” support

1.5 hours reflective practice

Monthly Learning Lessons sessions,invite all staff

Include patient stories to bring their experiences home

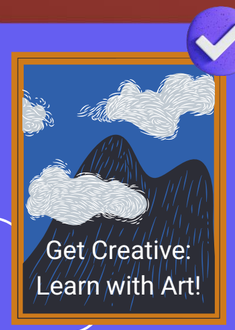
Incorporate live FFT feedback on topic

Use real stories of events prior to incidents

Poor practice reframed into “This is what you can do ”

Stop! during story stop and ask audience what would you do ?

All staff - learning is everyones buisness



Learnin
insightful
informativ
supportive
good resources

Ground rules integral curiosity not challenge

TAKE AWAY