

TEN QUESTIONS TO HELP PEOPLE TALK ABOUT WORKING SAFELY

At Sign up to Safety, we have seen that helping people talk to each other can have a profound impact. Conversations are at the heart of working safely.

Our work with over 500 NHS organisations and practices since 2014 has shown us that giving people **a chance to speak, to be listened to, to feel heard and understood**, can help build **stronger relationships** and allow us each to experience the **kinder attitudes, values and behaviours** that are essential for a stronger safety culture to grow and flourish.

Paying attention to how we speak to each other can even shift our thinking to be more positive in challenging circumstances, can change how we feel about our work and what is possible, help us recognise how much we already know and do more of what works.

Questions are a great way to start off a conversation; helping us explore and share knowledge, and hear things from someone else's perspective – they shift us from talking into listening mode.

So, with Celia Ingham Clark, National Director for Patient Safety, we have developed a set of 10 quiz style questions to help you and your colleagues kickstart a conversation about working safely.

How this works

The idea is to print out the following page and cut it up into 10 quiz cards and use them with your colleagues and teams to have a conversation about working safely.

You could use them in a team meeting, in inductions for new staff, or for when you host Kitchen Table events, it's completely up to you. All we expect is that you keep the following values front of mind while you talk and listen; **kindness, respect, humility, positivity, encouragement and curiosity**.

We also have plenty of information and resources about talking to each other, the values, behaviours and skills needed to have great conversations on our website:

www.signuptosafety.org.uk

We'd also love to hear from you how you used the quiz cards, what the experience was like and what questions you come up with of your own - drop us a line at team@signuptosafety.org.uk

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What are the top three patient safety issues for you and your immediate colleagues?

Kindness - Respect - Humility

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If you were concerned that you were unable to carry out your work safely what would you do about it?

Kindness - Respect - Humility

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What would you do if one of your patients is deteriorating?

Kindness - Respect - Humility

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You see someone about to make a mistake. How do you stop them from doing so?

Kindness - Respect - Humility

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Someone asks you to do something you are not comfortable, confident or competent to do. What do you do?

Kindness - Respect - Humility

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You wanted to raise concerns about aspects of working safely and you feel that you are not being listened to, do you know what options are available to you?

Kindness - Respect - Humility

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On your way home someone tells you that they have filled out an incident form (datix or other type of system) about something you did. What do you do?

Kindness - Respect - Humility

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When you make a mistake what and how would you like to be supported?

Kindness - Respect - Humility

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A patient has been harmed during their treatment. What do you do and what do you say to the patient and their family?

Kindness - Respect - Humility

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You are working with another healthcare professional and have concerns regarding their capability. Who could you speak to?

Kindness - Respect - Humility

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