

How to respond when things go wrong

DATE & TIME
17th January 2022
9:30am—12:30pm

TARGET AUDIENCE
GP Practices, GP Trainees,
Practice Managers, ST3 Trainees,
Nurse Practitioners

To book please email :
primarycareQI@nes.scot.nhs.uk
Venue: The Golden Jubilee
Clydebank , Glasgow

Attendance at this 3hr workshop follows on from attending “Why things go right and wrong in complex systems”. The workshop will introduce colleagues to the Enhanced Significant Analysis (eSEA) tool. eSEA is a NES innovation (funded by the Health Foundation 2012 SHINE programme) which aims to guide health care teams to apply human factors thinking when performing a significant event analysis, particularly where the event has had an emotional impact on staff involved.

The learning outcomes are:

At the end of the workshop, participants will be able to

- **Discuss** Leadership contributions to ‘safety culture’ with your colleagues
- **Describe** the actions to be taken to demonstrate professional accountability

Cost :
Free of charge