Sign up to Safety National Kitchen Table Event

Sign up to Safety is a national initiative supporting NHS organisations and their staff to achieve their patient safety aspirations and care for their patients in the safest way possible. The art of conversation and approaches to hosting conversations have been explored in order to enable discussion about keeping people safer.

A Kitchen Table Event is where people can talk openly and honestly, without judgement and, above all, be listened to. During National Kitchen Table Week the Patient Safety Team met with staff, patients, visitors, relatives and carers across all Trust sites. Informal discussions took place around what is important to them about keeping people safe and whether they had any suggestions on how patient safety can be improved within our organisation.

The main feedback received from patients is that they felt safe in our care in all our hospitals.

Several key themes were identified, including:

- Environment – cleanliness, repairs, lighting and flooring
- Patient perceptions on patient safety – “hospital is perfect”, medication on time, access to fluids
- Staffing and HR concerns – staffing levels
- Overall safety – delayed discharges, access to mental health services
- Culture – openness to raise concerns
- Links between the community and the hospital – discharge planning and polices that are written for both hospital and community care.

Some really positive feedback was received from staff and service users and some great suggestions as to where improvements can be made.

The Patient Safety Team have listened to your comments and suggestions and will actively take them forward.

Thank you to everyone who took part.