**Being Open pilot: update from NHS Lothian**

November 2014

**Background**

Most NHS boards in Scotland reference the NPSA ‘Being Open’ Guidance in local adverse event management policies and procedures. The Healthcare Improvement Scotland NHS board reviews of the management of adverse events highlighted that most NHS boards faced challenges in implementing the principles, in particular:

- truthfulness, timeliness and clarity of communication with patients and staff
- apology, and
- recognising patient and carer expectations.

NHS Lothian is undertaking a pilot project to improve communication with patients about adverse events – from when the event takes place until the end of the review process. The pilot is in inpatient maternity and neonatal services at the Royal Infirmary of Edinburgh and will run until June 2015.

We are working with staff in maternity and neonatal services to:

- develop and test processes for engaging with patients/families and ensuring that their ongoing support needs are identified
- develop and test communications training for staff.

**Progress to date**

**Scoping work**

To ensure that key issues are identified and addressed in the training and process redesign work, we have conducted focus groups and interviews with:

- medical, midwifery and nursing staff
- senior management teams, and
- patients.

**Development of process for engaging with patients/families**

We have developed a draft process based on evidence\(^1\)\(^2\) and the findings from the scoping work.

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\(^1\) Being Open: Communicating patient safety incidents with patients, their families and carers. National Patient Safety Agency, 2009

\(^2\) Respectful Management of Serious Clinical Adverse Events (2\(^{nd}\) edition). IHI, 2011
Patient information

We have drafted a patient information leaflet based on existing documents and feedback from the scoping work.

Communications training for staff

We have developed role play scenarios based on the issues identified in the scoping work. These scenarios were tested in an initial workshop on 3rd September and refined for a second workshop on 4th November.

Next steps

Scoping work
We will circulate the draft report to staff and patients for their comments.

Development of process for engaging with patients/families
We will start testing the following aspects of the draft process, using improvement methodology, in November 2014.

.staff huddle

meeting with patient/family, and

.collection of data on patient/staff experiences.

Patient information leaflet

We will ask women who participated in the scoping work for their comments on the draft before incorporating it in the process testing.

For further information about the project, please contact Sheena Mackenzie, 'Being Open' Project Manager on 0131 465 (4)7840 or Sheena.MacKenzie@nhslothian.scot.nhs.uk.