‘Being Open’ Pilot Project

Why is being open about adverse events important?
“Being open about what happened and discussing patient safety incidents promptly, fully and compassionately can help patients and professionals cope better with the after-effects.” (Being Open, NPSA, 2009)

Why do we need a pilot project?
All health boards in Scotland have faced challenges in implementing the ‘Being Open’ principles which relate to communicating with patients and their families.

Where and when is the pilot taking place?
The pilot is in inpatient maternity and neonatal services at the Royal Infirmary of Edinburgh and will run until June 2015.

What are the aims and objectives of the pilot?
Our aim is to improve communication with patients about adverse events – from when the event takes place until the end of the review process.

We will work 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.

Learning from the project will be shared locally and nationally.

What have we done so far … and what will happen next?
Scoping work – During the summer we held focus groups and 1-1 interviews with staff and patients to identify key issues to be addressed in the training and process redesign work.

Consultation – The analysed results of the scoping work should be available by the end of September and we will circulate the findings to the wider service for comments and ideas for improvement.

Training – We arranged an initial workshop on 3rd September 2014 to test the content and objectives of the training. Further workshops will be held in November/December 2014.

Process redesign – The project steering group will review the findings from the scoping work, consultation process and training and will develop proposals for new processes which can be tried out, on a small scale initially.

More information about the project is available from:
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