

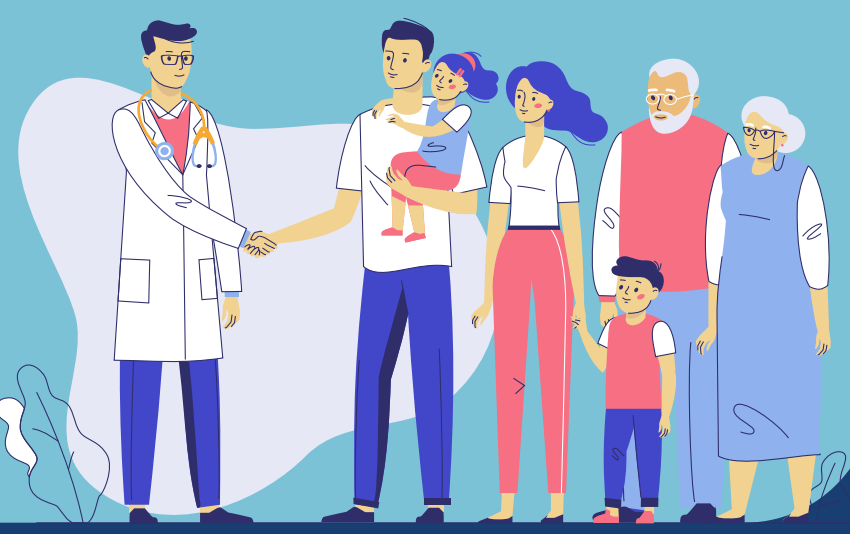
EXPLORING HOW TO IMPROVE SUPPORTIVE GUIDANCE FOR THOSE INVOLVED IN SERIOUS INCIDENT INVESTIGATIONS

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WHAT IS THE LEARN TOGETHER PROGRAMME?

Learn Together (learn-together.org.uk) co-designed evidence-based guidance with a community of patients and their families, patient safety managers, investigators, healthcare staff, legal representatives, and policy makers.

The guidance is presented in two booklets, one aimed at investigators, one for patients and families. They provide information, and support patient and family engagement in investigations following patient safety incidents. This seeks to make the investigation process as easy and meaningful as possible.



INTRODUCTION

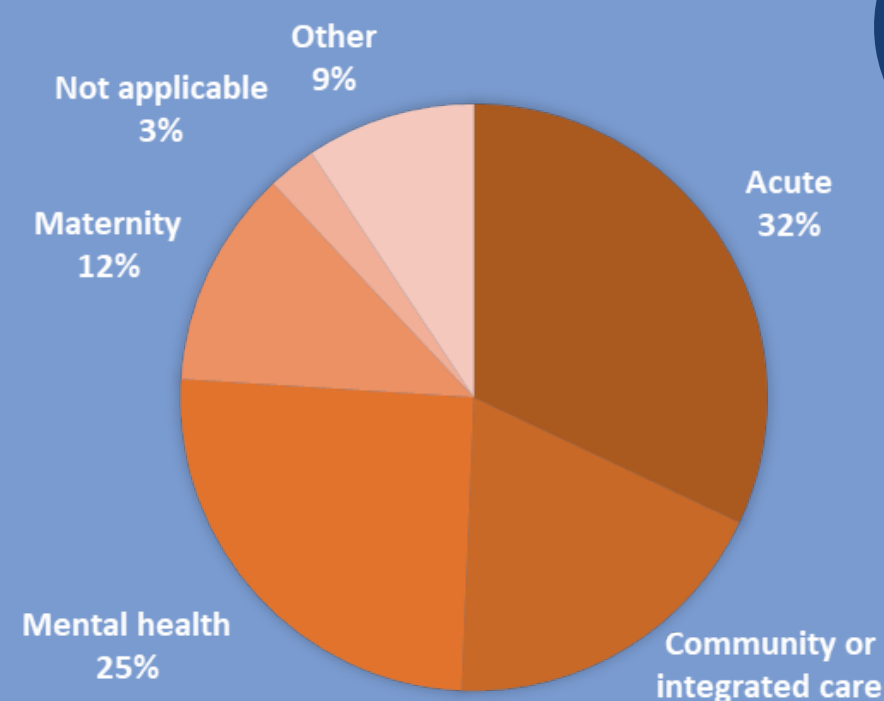
This study aimed to understand how the Learn Together booklets might be improved. The guidance is published online. The views of those using it in practice were gathered to examine how patient safety investigations can be more accessible and inclusive, particularly to those disproportionately affected by safety incidents.



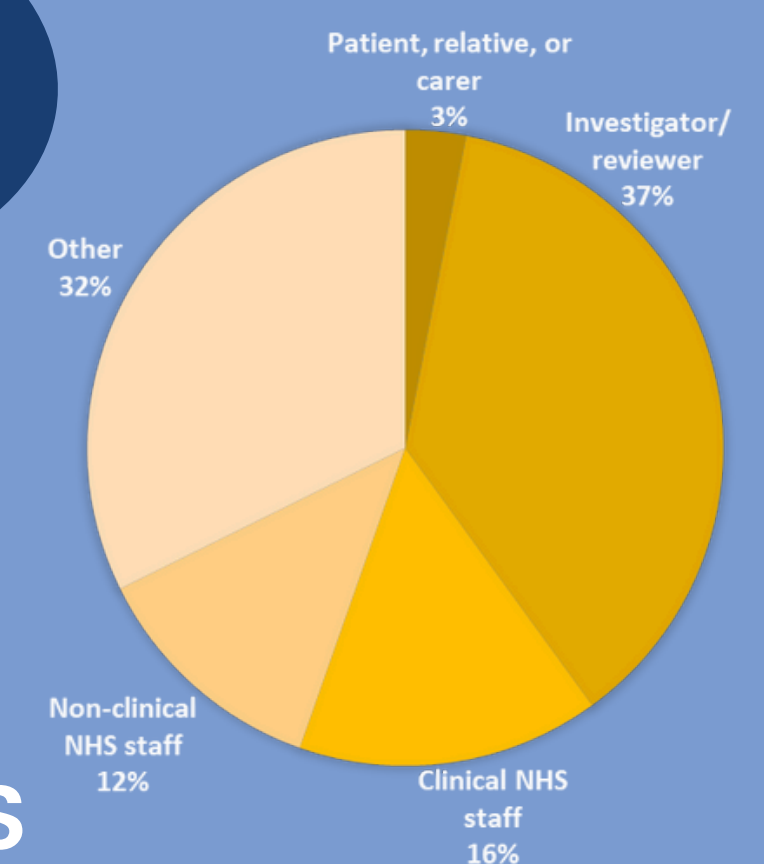
METHODOLOGY

The online guidance was available for patients, families, healthcare staff, and investigators to access and use. Everyone who downloaded the booklet(s) was emailed a survey seeking feedback on them, prompting 54 responses. A mixed-methods survey design was used with quantitative questions exploring who was accessing the guidance, summarised with descriptive statistics. Qualitative questions explored how and why the guidance was used, and suggestions for improvement, summarised by identifying common themes.

WHICH HEALTHCARE SETTING DOES YOUR EXPERIENCE RELATE TO?



WHO DOWNLOADED THE BOOKLETS?



RESULTS

Users praised the guidance for emphasising humanity and compassion. Users complimented the guidance for taking a collaborative approach ('no blame culture'), promoting listening and honest communication, helping prevent misunderstandings. However, 41% said it would be useful to adapt the content of the guides. Suggestions for improvement included enhancing the booklets' accessibility by simplifying the language, removing medical jargon, and creating an easy-read version. Suggestions to enhance equity, diversity, and inclusion included translating the guidance into other languages, and for photographs and patient stories to display more diverse experiences.

THE NEXT STEPS...

- Findings were presented to an EDI Working Group within the NIHR YSQR
- User and Working Group feedback generated recommendations to reach people from diverse backgrounds e.g., those with disabilities, minoritised ethnic backgrounds, non-English speakers, and poor literacy
- Engaging with a range of communities to implement feedback is important
- This could ensure translated versions are suitable and culturally appropriate, encouraging their wider use amongst underserved, vulnerable, or minoritised groups
- Feedback has contributed to work being done as part of a safety equity fellowship

WANT TO KNOW MORE?

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