



## Learning from successful wards to improve patient safety FOCUS GROUP DISCUSSION GUIDE

**Materials:**

Participant information sheets  
Consent forms  
Adapted MaPSaF  
Flipchart paper and pens  
Blue-tack

Field work diary  
Audio recorder  
Participant vouchers  
Food and drink

Discussion guide	Time / Materials
<p><b>Introduction</b></p> <ol style="list-style-type: none"> <li>1. Introduce myself and explain the purpose of the research</li> <li>2. Are there any questions?</li> <li>3. Sign the consent forms</li> <li>4. Icebreaker – Please can everyone introduce themselves: their name and role</li> </ol>	<p>10 mins</p> <p>Information sheets</p> <p>Consent forms</p>
<p><b>MaPSaF</b></p> <ol style="list-style-type: none"> <li>5. Introduce MaPSaF</li> <li>6. Gain consensus for each MaPSaF domain.</li> </ol>	<p>15 minutes</p> <p>MaPSaF</p> <p>Flipchart paper and pens</p>
<p><b>Discussion questions</b></p> <p>Choose questions / expand on staff comments using the generic selection below. Choose questions which are focused on a specific domain of interest.</p> <ol style="list-style-type: none"> <li>7. Introduction / general questions</li> </ol> <p>What made you choose this level instead of the one above or below it? How does your team achieve this / this level? What examples can you give me?</p>	

What does that look like in practice?

Can you describe how the team would do xxx?

What role does each of the team members play in xxx?

What does xx do to help achieve that?

What helps you achieve xxx?

What hinders you? How does the team overcome that?

A year ago would you have scored any of the domains differently? What has changed since then?

What do you do differently now?

What does this team do differently from other wards / places that you have worked?

Tell me about staffing levels on the ward.

Tell me about opportunities for training and education.

## 8. Commitment to overall continuous improvement

What auditing occurs on your ward? When do they occur? Who / what is involved? What are the outcomes?

What role do protocols and policies have on your ward? When / how are they used? Who are they used by? How are they created?

Tell me about some improvement work that has been conducted on your ward recently. How did it occur? Who was involved? What initiated the need for improvement?

## 9. Priority given to safety

What priority does safety have on your ward? Can you give me examples of this?

How are risks to patient safety identified? Who is involved in this?

When is patient safety promoted and discussed on the ward?

## 10. Recording, evaluating and learning from incidents and best practice

What happens when patient safety incidents occur?

Can you tell me about your incident reporting system? How are incidents investigated and who is involved? What is the outcome of incident reporting? What types of incidents are reported?

What happens to staff who are involved in incidents?

What learning occurs after incidents have occurred?

## 11. Communication about safety issues

In relation to patient safety what communication systems are in place?

What safety information is communicated between team members? Who is involved in communicating it?

How is patient risk information communicated between team members? (verbal and written)

How are patients involved in communicating safety information?

<p><b>12. Team working</b></p> <p>How is information shared between different members of the team? When does this work best?</p> <p>What facilitates team working on the ward?</p> <p>How does team work contribute to safe patient care on the ward?</p> <p>How are different professional groups involved in the delivery of care on the ward? (Pharmacy, Physio, SALT, OT, Dieticians). Day to day how do they interact with the core ward team?</p> <p>How do community services interact with the ward / hospital teams? Social Services, community / District Nursing, General Practice etc.</p> <p><b>13. Ending Questions</b></p> <p>From everything that we have discussed which single strategy or behaviour that your team uses to deliver safe patient care would you pin point as most important?</p>	
<p><b>Ending</b></p> <p>Thank the participants for their time and contribution.</p> <p>Ask if anyone has any questions.</p> <p>Distribute vouchers.</p>	<p>Vouchers</p>