

PSIRF in Practice (PIP)



Barts Health
NHS Trust

Annie Hunningher, Sarah Byrne, Claire Morgan, Onai Mbakwe, Phil Gamston, Catherine Olie, Madeleine Dancey, Helen Parker, Chris Gordon

Overview

PSIRF education is essential for teams on the front lines of care delivery, as it helps them grasp systems thinking and build safety culture. NHS England has outlined specific training requirements for Learning Response Leads, Engagement Leads, and Oversight Leads. However, local feedback has highlighted a gap in practical training for frontline staff in utilising the various learning responses e.g SWARM, After Action Reviews. To address this need, a tailored course was developed and piloted for staff at Barts Health NHS Trust.



Objectives

- Demystify PSIRF processes and learning responses
- Share and build staff confidence to participate in learning responses
- Co-create a bank of scenarios and a PSIRF Toolkit

Method

- The course, which lasted half a day, was led by a trained patient safety specialist
- The scenarios were co-designed by the patient safety specialist and the lead (within the specialty area) to suit the staff group attending by using relatable scenarios tailored to the specialty team
- All attendees completed an assessment questionnaire at the beginning and at the end of the session. The course also involved staff participating in a SWARM huddle and After Action Review role-play

Results

- Sessions have been delivered across all 4 hospitals at the trust over 9 ½ days
- The course has been delivered to over 100 MDT participants (plus one Patient Safety Partner)
- Pre-course data showed gaps in knowledge and confidence in the PSIRF vision
- Post-course data indicated:
 - ✓ 86% of attendees believed in the 4 key aims of PSIRF
 - ✓ 73% and 60% of attendees, respectively, felt confident to do a SWARM and AAR
 - ✓ Testimonials *'Thank you for helping demystify PSIRF, Swarm, AAR', 'Exceeded my expectations', 'I was expecting death by powerpoint, but it was interactive & my voice was heard'*

Intro/Names and Roles
Why and How PSIRF? 🎨
Workshop 1 PSIRF and the Movies 🎬
PSIRF toolkit 🛠️✂️
The Patient Voice, Just Culture & Empathy 💕
Workshop 2 SWARM practice 🐝
BREAK
Workshop 3 AAR film key components 💡
Learning response MDT review 👥
Workshop 4 AAR practice 💡
Reflections 🗣️
Close and Further development



Conclusion

PSIRF is about the humans in the system and learning. This locally delivered course has built trust, empowered and involved our staff in understanding and discussing the 'How' of PSIRF in their area. It has facilitated the necessary culture change among ward and local leaders. The course is oversubscribed, and further SWARM/AAR role plays have been co-created