

NATIONAL QUALITY BOARD

Clinical Human Factors

A paper from the Clinical Human Factors Sub-group

Annexes

- A – Sub-group membership list
- B – Attendees at the NQB Human Factors workshop
- C – Suggested actions following NQB Human Factors Workshop, 8 February 2013

Summary

1. This paper provides the NQB with an update on the work of the Clinical Human Factors Sub-group in corraling organisations across the health system to agree to take action to embed a recognition of human factors in their business.
2. The NQB is asked to:
 - note the progress made by the Sub-group to date; and
 - provide general comments on the direction of travel in developing a Joint Statement of Actions, and reflections on the suggested actions that were captured at the workshop on 8 February (Annex C).

Background

3. At the NQB's September meeting, the Board heard from Sir Stephen Moss, Prof. Jane Reid and Prof. Bryn Baxendale about clinical human factors and their potential impact on quality and efficiency in the NHS. The Board was keen to pursue this important agenda, and agreed to establish a subgroup to focus on the issues. The membership of the Sub-group is attached at Annex A.
4. The Subgroup was tasked with considering how the functions of statutory organisations represented on the NQB could be better utilised to reflect the impact of human factors on quality; and collectively determining and coordinating action, agreeing a set of actions that various organisations would take to pursue this agenda.
5. The subgroup agreed that this coordinated action should take the form of a System-wide statement of actions that would:
 - acknowledge that there is a problem with a lack of recognition of human factors across the NHS, a large part of which stems from issues concerning culture;
 - emphasise that to tackle human factors effectively, all organisations across the NHS need to understand and take action – national organisations cannot take action in isolation;
 - set out what individual organisations can do to play their part;
 - define what national organisations are committing to do to make these changes happen, and how their actions will be measured; and
 - demonstrate that the NQB is willing to provide leadership in this area.

Developing a joint statement of actions

6. The Sub-group has met twice to date, and has also hosted a workshop with members, other key organisations across the health system, and experts on human factors in the health sector and in other industries. A list of attendees at

that workshop, and so who are involved in developing the joint statement of actions, is attached at Annex B.

7. The objectives of the workshop were to:

- foster a common understanding between experts and representatives of statutory organisations present as to what Human Factors are, their impact on the quality of health services, and the need to take action;
- emphasise the National Quality Board's commitment to the agenda and their desire to see real and tangible action; and
- brainstorm a range of actions that statutory and other national organisations across the system could take to embed a recognition of human factors into how they discharge their roles and responsibilities.

8. The main output of the workshop was a list of suggested actions that statutory and other organisations across the health system could take to embed human factors in their activities. This list has been developed in conjunction with those organisations who would be signatories to it, and is attached at Annex C.

9. There is more work to do to ensure that the actions are aligned, do not duplicate, will have the greatest impact and are set within the wider strategic context. The actions will also need to be accompanied by a more general explanation of purpose and commitment to embedding human factors in the health system.

10. There is more work to do with individual organisations to confirm that they are signed up to the actions which they are being asked to commit to, and to ensure that their internal governance processes provide endorsement.

11. In further developing the joint statement, the Sub-group has recognised that it will need to work through the following issues:

- how best to rationalise the suggested actions and group them thematically;

- how to ensure that the statement is focussed at a system-level, emphasising the role of individual provider organisations as well as national organisations party to the statement;
- how to align the joint statement with the findings of the Mid Staffordshire NHS Foundation Trust Public Inquiry and the wider actions that are being taken forward as a result, including the work Don Berwick will be leading on patient safety; and
- in what way national leadership for human factors should best be shown, both through the National Quality Board and other such fora, but also through ensuring that human factors expertise is funded and available to the system.

Provide general comments on the direction of travel in developing a Joint Statement of Actions, and reflections on the suggested actions that were captured at the workshop on 8 February (Annex C).

Next Steps

12. The Sub-group will continue to develop the joint statement of actions, ensuring that it is signed up to by all organisations who are party to it.

13. The Sub-group will bring a further version back to the NQB at its next meeting in May. It will look to coordinate publication with follow up actions and response to the Mid Staffordshire NHS Foundation Trust Public Inquiry.

Clinical Human Factors Sub-group

8 March 2013

Annex A **Clinical Human Factors Sub-group Membership**

- Mike Rawlins
- John Oldham
- David Haslam
- Margaret Goose
- HEE – Lisa Bayliss-Pratt
- CQC – Philip King
- NHS Commissioning Board – Mike Durkin
- NICE - Gillian Leng
- NHS TDA - Peter Blythin
- GMC – Martin Hart
- NMC – Emma Westcott
- Health Foundation – Elaine Maxwell
- DH Human Factors Reference Group – Stephen Moss and Jane Reid

Annex B

Attendees at the NQB Human Factors Workshop – 8 February 2013

Organisation	Name
NQB Member	Margaret Goose
NHS TDA	Kathy McLean
CQC	Cate Quinn
NHS Leadership Academy	Peter Spurgeon
Expert	Jane Carthy
Expert	Professor Rhona Flinn
Academy of Medical Royal Colleges	Alastair Henderson
HEE	Lisa Bayliss-Pratt
GMC	Mark Dexter
HPC	Eve Sealle
NHS Employers	Caroline Waterfield
Expert	Ian Curran
NMC	Emma Westcott
Council of Deans	Elizabeth Jelfs Linda Merriman
Higher Education Academy	Geoff Glover
NHS Commissioning Board	Anna Morton
Expert	Martin Bromiley
Health Foundation	John Illingworth
Expert (social care)	Keith Brown
Expert	Stephanie Russ
Institute of Ergonomics and Human Factors	Peter Buckle
MHRA	Michael Rhodes
HSE	Steve Scott
NICE	Gillian Leng
Expert	Lauren Morgan
Expert	Bryn Baxendale
Expert	Stephen Moss
Expert	Jane Reid

Annex C

[Suggested actions following NQB Human Factors Workshop, 8 February 2013 – superseded by the Concordat on Human Factors in Healthcare to be published in November 2013]

