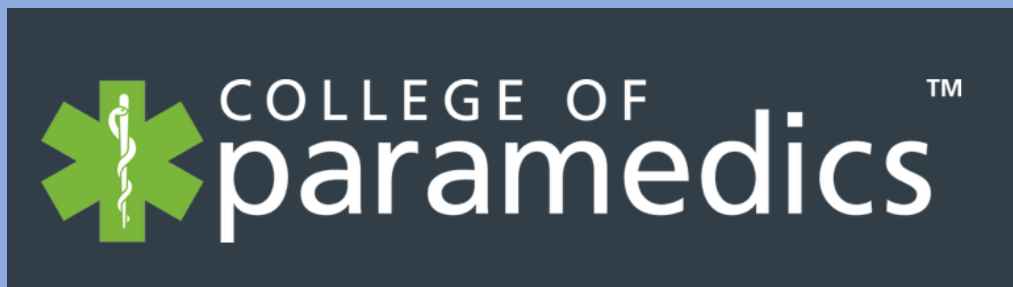


Leadership and Change: BMPF7023

Andrew Crighton: 2241355



'Benefits of Feedback on Clinical Practice'



To Discuss: 'Feedback'

- Introduce 'Feedback'
- The rationale and drive behind this change idea
- Critique and appraise change idea methods
- Lewin's change model
- Challenges
- Reflection
- Progress so far



Pre-hospital Feedback

INFORMING

REASSURING

NQP

CRITIQUE

CPD

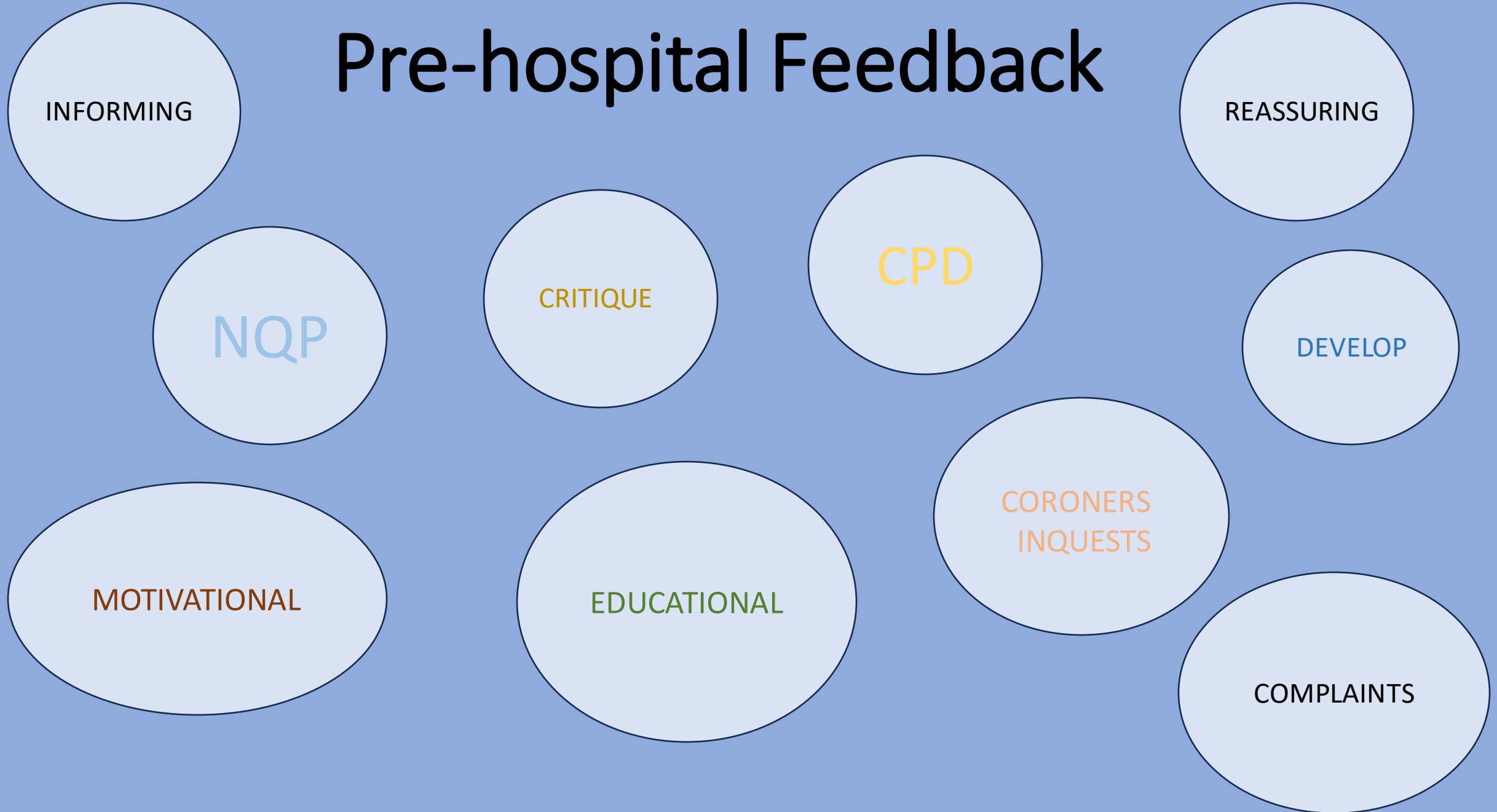
DEVELOP

MOTIVATIONAL

EDUCATIONAL

CORONERS
INQUESTS

COMPLAINTS



WHY THIS CHANGE?



Increase in requests for feedback



Currently no formal process in place



Have more open and honest conversations



Essential for paramedic practice



Greater confidence and reassurance



Improve quality of feedback received



Option for lessons learnt

WHY IS COMMUNICATION IMPORTANT?



Protect clinicians



Promote excellent patient care



Reduce risk of harm or near misses



Greater awareness for stakeholders



No decision in isolation



Multi-team approach



Greater ownership

THE FIVE WHYS? - EFFECTIVE FEEDBACK ON CLINICAL PRACTICE

WHY / ACTION	MATERIALS	METHODS
Why?	I don't have time to request feedback, I must go looking for nurses or doctors	Relentless workload and pressure, affects the time and ability to seek out feedback
Why?	Feedback is always usually negative	Previous experience of receiving feedback, historical methods of feedback
Why?	Problems with information governance and patient confidentiality	The fear of asking in case of being told 'I can't tell you because it is confidential'
Why?	There is a lack in the acknowledgement in 'good' work	Very rarely do staff receive praise from managers, somewhat feels like what is the point now
Why?	Poor communication	Occasionally feedback is provided inappropriately or not relevant.
What Action	Develop and introduce a feedback request / feedback content form	Provide verbal, written (email) feedback, to include local SPs for awareness of good clinical practice / if support required

MY STRATEGY

- COMMUNICATE

What is the change ? And Why?

- COLLABORATE

Staff's input and opinions matter

- COMMIT

Be resilient, Be persistent, Step outside 'comfort zones'



Lewin's Change Model

Unfreeze

1. Recognize the need for change
2. Determine what needs to change
3. Encourage the replacement of old behaviors and attitudes
4. Ensure there is strong support from management
5. Manage and understand the doubts and concerns

Change

1. Plan the changes
2. Implement the changes
3. Help employees to learn new concept or points of view

Refreeze

1. Changes are reinforced and stabilized
2. Integrate changes into the normal way of doing things
3. Develop ways to sustain the change
4. Celebrate success

Discounted Theories



(Bedard, 2021)

A	Awareness – Of the need for change
D	Desire – To participate and support the change
K	Knowledge – On how to change
A	Ability – To implement required skills and behaviors
R	Reinforcement – To sustain the change

(McCallum, 2023)



(Kuliasz, 2020)

My Challenges

- Acceptance of change
- Challenge current methods of practice
- Gain confidence
- Changing the 'norm'
- Why pgcert education?
- Natural suspicion of new ideas / motives
- Dealing with conflict
- Criticise and question
- To prove that change is good

PERSONAL LEARNING



WHAT?



SO WHAT?



NOW WHAT?

UPDATE SO FAR

TRAUMA
FEEDBACK
REQUEST FORM

REPLY FORM

FEEDBACK
GROUP PAGE

Major Trauma Feedback Request Form

* Required

Personal Details



1. Date of request *

01/02/2024



2. Full name *

Enter your answer

3. WAST email address *

Enter your answer

4. Grade *

- ☐ HBCL / Consultant
- ☐ Senior Paramedic
- ☐ Operations Manager
- ☐ Paramedic
- ☐ EMT
- ☐ UCS
- ☐ NEPTS

5. Who is your Senior paramedic *

Enter your answer

Next

9. Call Sign 

Enter your answer

10. Patients Name 

Enter your answer

11. Location of Incident / General Area 

Enter your answer

Back

Next

Incident Details

Please complete as best you can

6. Date of Incident * 

Please input date (dd/MM/yyyy) 

7. Nature of Incident * 

☐ Primary (from scene)

☐ Secondary (hospital transfer)

8. WAST Incident number 

Enter your answer

* Required

How would you like the feedback?



12. Question * 

☐ email

☐ Phonecall

☐ by my Senior Paramedic

13. Please confirm if you would like a copy of feedback sent to your Senior Paramedic * 

☐ Yes

☐ No

Back

Submit



Your response has been successfully recorded.

Important thing you can do next

Save my response

Submit another response

Major Trauma Feedback Reply

Hi, Andrew. When you submit this form, the owner will see your name and email address.

* Required

1. Date * 

Please input date (dd/MM/yyyy)



2. CT Images (Non-anonymous question🗨) * 

 Upload file

File number limit: 1 Single file size limit: 10MB Allowed file types: Word, Excel, PPT, PDF, Image, Video, Audio

3. CT Report (Non-anonymous question🗨) * 

 Upload file

File number limit: 1 Single file size limit: 10MB Allowed file types: Word, Excel, PPT, PDF, Image, Video, Audio

4. Patient update - Recovery & Rehabilitation * 

Enter your answer

5. Feedback Notes * 

Enter your answer

Submit



Welcome to the Major Trauma Patient Feedback_GRP Group

Use the group to share messages and files, and to coordinate group events.

[View group in Outlook](#)

OUR BEST

We've developed seven behaviours for our team that reflect who we really are.



Take
ownership



Broaden our
understanding



Respect
others



Show belief
in each other



Practice
ethically



Continually
improve
our service



Be inclusive
of the
whole team

TO SUMMARISE



Introduced my change idea of 'Benefits of feedback to clinical practice'



Identified and discussed a range of models and tools used to aid this change



Discussed challenges I have faced and an element of personal learning



Updated you on my progress

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Any Questions?. I'm Listening :)

