

Human Factors Training Course

28th September 2017, 9.30am – 4pm, Central London

To be passed to:
Directors of Nursing, Directors of Training,
Directors of People and Culture
Education & Learning

As part of NPAG's ongoing culture programme, we have teamed up with Pegasus Resource Management to deliver a one-day interactive course aimed at everyone working in the healthcare sector. The day is designed to help improve communication amongst team members, support decision making and create a positive reporting culture.

Learning lessons from other safety critical industries and elite sports teams, this course will teach participants the non-technical skills required to improve the safety and efficiency of teams and individuals from all areas of the NHS. The day will explore case studies from both the healthcare sector and other areas such as the aviation industry in order to learn from incidents and highlight the importance of non-technical skills as tools to minimise risk & optimise performance.

By the end of the day participants will have a skill set that enhances their ability with:

Decision Making: Learn how to utilise all resources, including fellow team members, in order to make optimal decisions in a clear and timely manner when faced with complexed issues or time/safety critical situations.

Error Management: Participants will learn how to look ahead as a team in order to highlight the potential risks associated with a task and how to support one another when mistakes are made in order to mitigate and prevent them becoming more serious incidents.

Communication: Using practical exercises participants will learn how to communicate in a clear, concise manner that reduces the chance of misunderstandings and improves the levels of information exchanged within a team.

Open Reporting Culture: We will explore why having an open culture where people feel able to admit to errors also encourages teams to highlight their successes giving teams and organisations the best chance of learning from both and driving change to improve patient safety & deliver efficiency gains. Learn practical skills that allows this to happen.

The day is CPD certified and will include handouts, lunch and refreshments.

Damian Cottle, Course Leader

Managing Director, Pegasus Resource Management

Damian specialises in organisational and departmental culture change and delivers human factors training courses. He has worked with a variety of sectors including banks, retailers, food producers, telecoms and the NHS. His courses are designed to help improve communication amongst team members, support decision making and create a positive reporting culture.

Damian also has 17 years and thousands of flying hours experience as a pilot. Having spent a brief time with the Royal Air Force he started a career as a Commercial Pilot in 1999. He has flown several aircraft types including the Jet Stream 41, Boeing 757, 767 and currently flies the Boeing 777.

Damian was requested by NPAG members to present 'Creating a Black Box Culture within Healthcare' at the recent NPAG Theatres & Decontamination Conference and successfully delivered 'Avoiding Never Events' to the NPAG Health, Safety & Risk Management BVG.

"One of the best meetings the group has had."

Jayne Freeman, Chair, Health, Safety & Risk Management BVG 2016-17

"Changing culture takes time, and we have only just started on the journey. We have also raised our ambition – not only to prevent a repeat of the events at Mid Staffordshire, but also to become the first healthcare system in the world that truly embraces the standards of safety common in the airline, nuclear and oil industries. That means creating a learning culture in which doctors, nurses and frontline staff always feel able to speak out if they have concerns about safety or care." Jeremy Hunt MP, Secretary of State for Health

Interested? Please contact Marie Cherry for further details or complete the attached Registration Form to secure your place:

e: marie.cherry@npag.eastamb.nhs.uk / tel: 01245 544600



Cert No: 9210