



# Greenstone Family Clinic

## Manurewa

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### Safety in Practice-

# Safety Climate Survey



# Safety Climate Survey- What??

- Online questionnaire
- Report
  - Your practice and baseline
  - Divided in to 5 areas
    - Communication, workload, leadership, teamwork, safety systems and learning



# Safety Climate Survey – How?? Who?

- Survey Monkey quick questionnaire
  - Logged one computer on and over one practice meeting and a lunchtime asked staff to complete
  - 16/19 staff completed

5000 patients

9 part time doctors, 1 NP, 4 nurses, 5 non-clinical

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# Patient Survey Report

- Communication \*
- Workload
- Leadership
- Teamwork \*
- Safe Systems and learning \*

Compared with “baseline”





# Leadership and Workload – Why??

## A Focus for Improvement

- Managing non-patient contact work
- Roles and responsibilities
- Ownership and feeling valued

“chronic inbox fatigue”

“recall stress disorder”



Areas of Excellence- Why??  
...Are we so Good









## Team work, communication, safe systems and learnings

- Team culture with champions
- Culture of learning and improvement
- Every door is the right door- always someone to ask
- Passion People Community Quality
- All wash dishes

**All of us here at  
Greenstone wash  
dishes,  
Have you washed  
any today?**



# Outcomes

- Process and system changes including short term “quick fixes” and medium/long term change
- **“Greenstone Family Clinic is an innovation hub that advocates for and promotes equity for the population (enrolled and beyond); respectful of our team who are valued and add value”**



- Questions and comments

Thanks