

Safety in Practice

Safety Climate Survey Definitions

Section Definitions

- a) **Workload** – this factor covers: impairment of performance by excessive workload, inadequate staffing levels, time constraints, and expectations of staff when working under pressure
- b) **Communication** – this factor covers: the degree to which discussion between team members at all levels are open and honest, staffs perceived freedom to question management decisions and whether staff are kept up to date with current developments and vision of leaders for the practice
- c) **Leadership** – this factor covers: whether existing hierarches are perceived to have detrimental effects of work, the consequences to staff who highlight significant events, the effectiveness of leadership within teams, whether leaders are open to suggestions for improvement and attitude toward rules and formal procedures
- d) **Teamwork** – this factor covers: the degree to which practices encourage reporting of significant incidents, existence of procedures to prevent patient safety incidents, participation of all staff members in the development of protocols, risk assessment and significant event analysis, the extent to which practices assess latent threats and pro-actively safeguard staff and patients safety.

Staff Definitions

- a) **Management** – GP partners and practice managers
- b) **Non-management** – all other practice employed staff
- c) **Clinical** – all medical, nursing, allied health and phlebotomy staff employed by the practice as well as clinical staff employed by the health board (district nurses)
- d) **Non-clinical** – all other staff employed by the practice

General Definitions

- a) **Practice** – the general medical practice which is undertaking this survey
- b) **Significant event** – any event thought by anyone in the team to be significant to the care of patients or the conduct of the practice
- c) **Team members** – all types of general practitioners, GP trainees, practice staff, practice nurses and practice managers, regardless of their working pattern of whether they are self –employed or employed by the practice
- d) **Attached team members** – Community health nurses, district nurses, social workers, health visitors and other such staff
- e) **Practice leadership** – GP partners and practice managers

Please note: where data for negative questions (within both leadership and workload sections) is presented, the results have been reversed, and a high score is therefore desirable.