

## ***Safety in Practice – Safety Climate Report***

### **Summary – Date, Year – Practice Name**

Show your practice results in comparison with a baseline of 749 responses from Auckland region practices.

As we go further with the programme our baseline of practices will increase.

<b>Communication</b>	This factor covers: honest discussion between team members at all levels and freedom to challenge; understanding of practice developments and management decision managers, expressing their concerns, openness of communication at all levels, and whether staff are kept up to date with current developments and overall vision of leaders
<b>Workload</b>	This factor covers: impairment of performance by excessive workload, staffing levels, time constraints, and expectations of staff when working under pressure
<b>Leadership</b>	This factor covers: whether hierarchy has detrimental effects on work, what are the consequences to staff who highlight significant events, effectiveness of leadership within teams, attitude of leaders towards staff suggestions, level of trust within teams, and staff attitude toward rules and procedures, whether leaders are open to suggestions for improvement
<b>Teamwork</b>	This factor covers: the importance of teamwork at all levels, amount of respect and support within teams, how disagreements are dealt with, level of job satisfaction
<b>Safety Systems and Learning</b>	This factor: encouragement to highlight significant events, existence of procedures preventing significant events from occurring, participation of all staff members in decisions making process for development of protocols, risk assessment, involvement of staff to promote safety. Staff development in patient safety and awareness of concerns for all team members

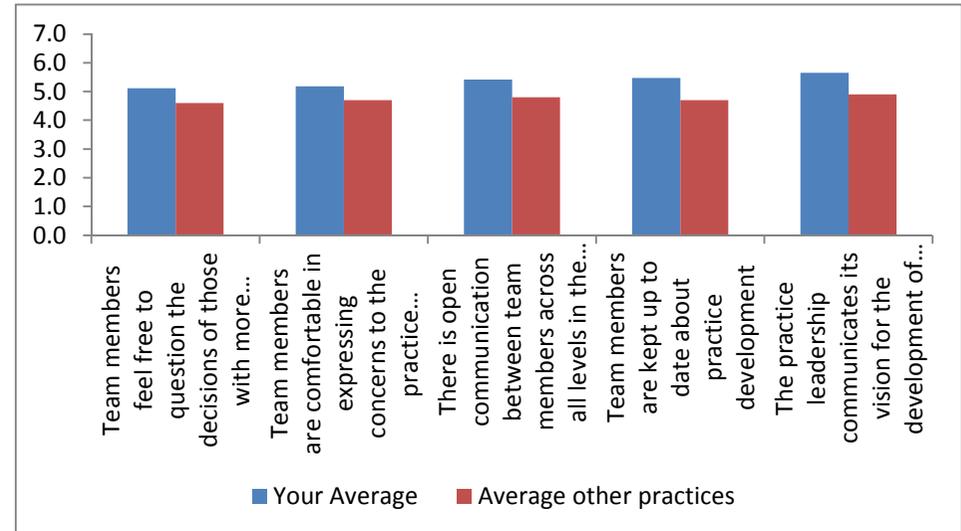
## Safety in Practice – Safety Climate Report

### Communication – Practice Name

Summary	
Your Average	Other Practices Average
<b>5.4</b>	<b>4.9</b>

This factor covers: honest discussion between team members at all levels and freedom to challenge; understanding of practice developments and management decision managers, expressing their concerns, openness of communication at all levels, and whether staff are kept up to date with current developments and overall vision of leaders

Communication	Your Average	Average other practices
Team members feel free to question the decisions of those with more authority	5.1	4.7
Team members are comfortable in expressing concerns to the practice leadership about the way things are done in the practice	5.2	4.8
There is open communication between team members across all levels in the practice	5.4	5.0
Team members are kept up to date about practice development	5.5	4.9
The practice leadership communicates its vision for the development of the practice	5.6	5.0



A high score is always desirable

A score of 1 represents that the staff strongly disagree with the statement and 7 they strongly agree with the statement. For the negative questions (marked with an \*) a score of 1 means the staff strongly agree with the statement and a score of 7 they strongly disagree

## Safety in Practice – Safety Climate Report

### Workload – Practice Name

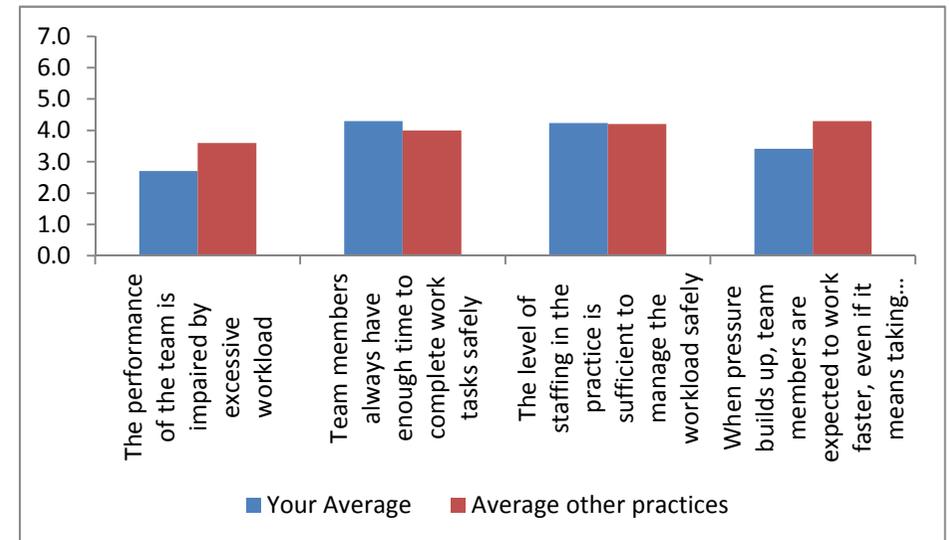
Summary	
Your Average	Other Practices Average
<b>3.7</b>	<b>4.1</b>

This factor covers: impairment of performance by excessive workload, staffing levels, time constraints, and expectations of staff when working under pressure

Workload	Your Average	Average other practices
The performance of the team is impaired by excessive workload *	2.7	3.4
Team members always have enough time to complete work tasks safely	4.3	4.2
The level of staffing in the practice is sufficient to manage the workload safely	4.2	4.5
When pressure builds up, team members are expected to work faster, even if it means taking shortcuts *	3.4	4.1

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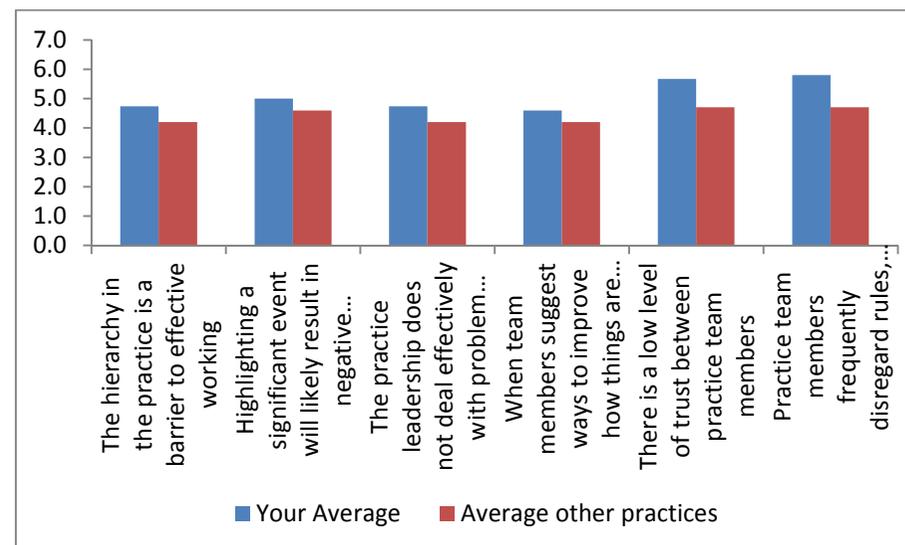
## Safety in Practice – Safety Climate Report

### Leadership – Practice Name

Summary	
Your Average	Other Practices Average
<b>5.1</b>	<b>4.6</b>

This factor covers: whether hierarchy has detrimental effects on work, what are the consequences to staff who highlight significant events, effectiveness of leadership within teams, attitude of leaders towards staff suggestions, level of trust within teams, and staff attitude toward rules and procedures, whether leaders are open to suggestions for improvement

Leadership	Your Average	Average other practices
The hierarchy in the practice is a barrier to effective working *	4.7	4.5
Highlighting a significant event will likely result in negative repercussions for the person raising it *	5.0	4.7
The practice leadership does not deal effectively with problem team leaders *	4.7	4.4
When team members suggest ways to improve how things are done the practice leadership does not take this seriously *	4.6	4.4
There is a low level of trust between practice team members *	5.7	5.0
Practice team members frequently disregard rules, protocols and procedures *	5.8	4.6



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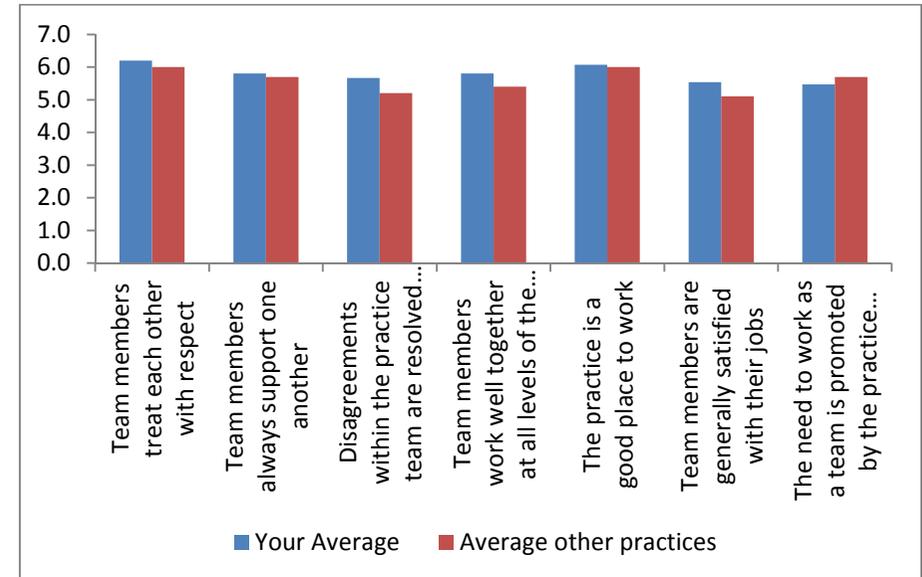
## Safety in Practice – Safety Climate Report

### Teamwork – Practice Name

Summary	
Your Average <b>5.8</b>	Other Practices Average <b>5.6</b>

This factor covers: the importance of teamwork at all levels, amount of respect and support within teams, how disagreements are dealt with, level of job satisfaction

Teamwork	Your Average	Average other practices
Team members treat each other with respect	6.2	5.9
Team members always support one another	5.8	5.7
Disagreements within the practice team are resolved appropriately	5.7	5.3
Team members work well together at all levels within the practice	5.8	5.6
The practice is a good place to work	6.1	5.9
Team members are generally satisfied with their job	5.5	5.3
The need to work well as a team is promoted by the practice leadership	5.5	5.7



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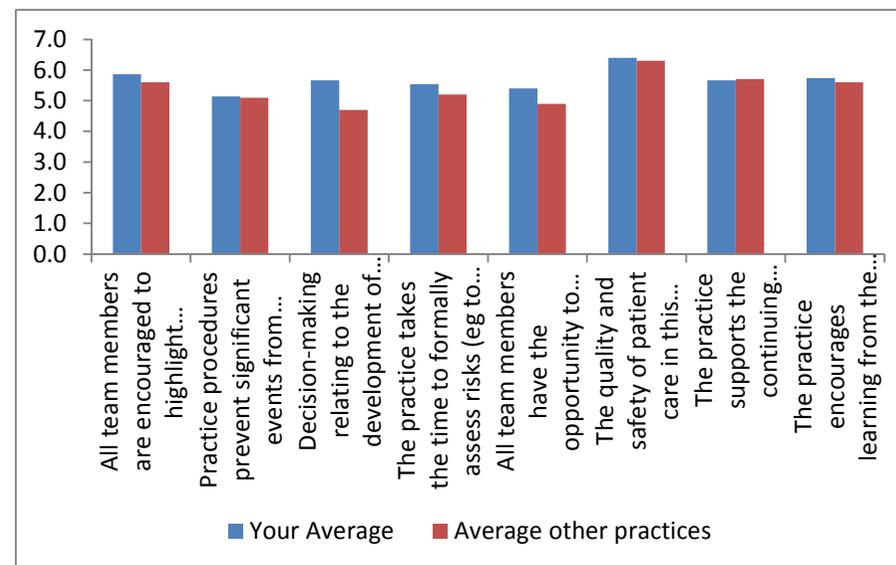
## Safety in Practice – Safety Climate Report

### Safety Systems and Learning – Practice Name

Summary	
Your Average <b>5.7</b>	Other Practices Average <b>5.4</b>

This factor covers: the importance of teamwork at all levels, amount of respect and support within teams, how disagreements are dealt with, level of job satisfaction

Safety Systems and Learning	Your Average	Average other practices
All team members are encouraged to highlight significant events that happen in this practice	5.9	5.7
Practice procedures prevent significant events from happening	5.1	5.2
Decision-making relating to the development of practice protocols uses input from all team members	5.7	4.9
The practice takes the time to formally assess risks (eg to patients, to team members and to the practice)	5.5	5.2
All team members have the opportunity to participate in the analysis of significant events	5.4	4.8
The quality and safety of patient care in this practice is taken seriously	6.4	6.2
The practice supports the continuing educational development of all team members	5.7	5.7
The practice encourages learning from the ideas and concerns of team members at all levels	5.7	5.5



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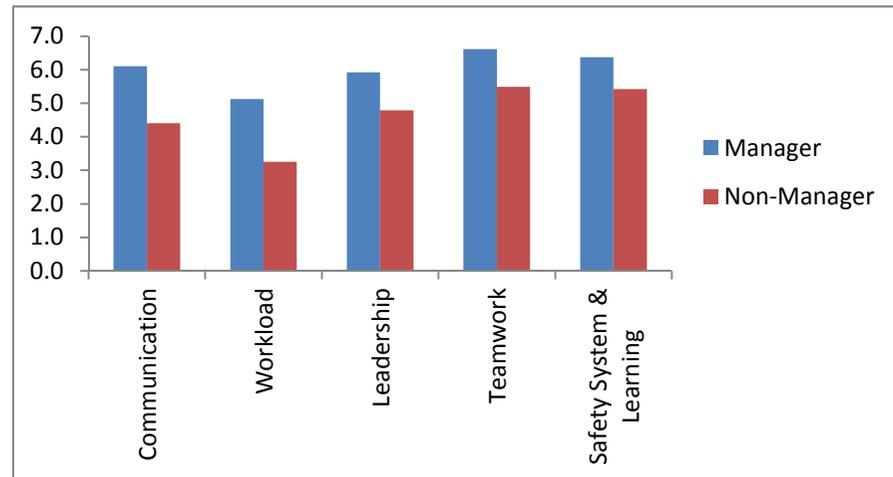
### Comparisons: Manager and Non-Managers – Practice Name

	Manager	Non-Manager
Communication	6.1	4.4
Workload	5.1	3.3
Leadership	5.9	4.8
Teamwork	6.6	5.5
Safety System & Learning	6.4	5.4

Management: includes GP partners and practice managers

Non-Management: includes all other practice employed staff

A high score is always desirable



## Safety in Practice – Safety Climate Report

### Comparisons: Clinical and Non-Clinical – Practice Name

	Clinical	Non-Clinical
Communication	5.5	4.8
Workload	3.8	3.7
Leadership	5.3	4.6
Teamwork	5.8	5.8
Safety System & Learning	5.7	5.5

Clinical: includes all practice employed medical and nursing staff and phlebotomists

Non-Clinical: includes all other practice employed staff

A high score is always desirable

