

IN PRACTICE

A2

'WHAT MATTERS TO ME': CO-DESIGNED SOLUTIONS FOR ENHANCED COMMUNICATION AND PATIENT SAFETY ACROSS NHS ORGANISATIONS.

Jess Spencer¹, Caroline Tomkins¹, **Carrie Hamilton¹**, Kirsten Howson¹, Nichola Martin¹, Anna Thame¹; ¹*Simcomm Academy, United Kingdom*

Correspondence: carrie.hamilton@simcommacademy.com

[10.54531/OWZM5549](#)

Introduction: The total number of all reported written complaints, in England, to hospitals, community health services and primary care in 2022-23 was 229,458 [1]. Common themes across these complaints are communication issues, patient care issues and a lack of adherence to the organisation's values and behaviours. Simulation-based 'I's (SBIs) are a useful taxonomy for categorisation, with simulation-based 'influence' reported to have the potential to profoundly influence both the relational aspects of care, and the development of a collaborative culture [2]. In response to communication challenges, this SBI presents a transformative approach through co-designed simulation workshops.

Methods: Information was collected from healthcare trusts, education providers, and directly from patients and carers, with the aim of addressing systemic issues, while fostering a culture of patient-centred care. This co-designed framework, ensured that the content of the workshops was based on real patient complaints, with the developed simulations verified by specialist departments for authenticity. The collaborative effort ensured relevance and applicability across diverse NHS settings. Expert facilitators, supported by trained actors, delivered eight sessions to multidisciplinary audiences. Both live online and face-to-face sessions, ensured accessibility across a large geographical area.

Results: Evaluation feedback revealed the transformative impact of these workshops on participants' communication skills and awareness of patient safety issues. Disjointed care

and its consequences were a key takeaway, including the impact of how one single encounter can influence the care pathway. The co-designed approach facilitated meaningful engagement and resonated with attendees, regardless of organisational context, and stimulated empathy, deepening participants understanding of the patient or complainants' perspective [3]. Pledges were made by all participants, ranging in breadth, from an individual change to changes within the healthcare environment.

Discussion: The development and delivery of these workshops highlight the potential of co-designed simulation workshops as a replicable solution for enhancing communication and patient safety across NHS organisations [4]. By integrating real patient experiences with expert facilitation and actors, the workshops offer a transformative SBI learning experience that is influential across organisations. The nature of these workshops not only ensures relevance but also fosters a sense of ownership and accountability among participants. By actively involving healthcare professionals and patient's experiences, in the design process, staff are empowered to address communication challenges proactively, ultimately improving patient outcomes and organisational culture. The widespread adoption of this approach has the potential to influence and drive systemic change within the NHS, promoting a culture of continuous improvement and patient-centred care.

Ethics statement: Authors confirm that all relevant ethical standards for research conduct and dissemination have been met. The submitting author confirms that relevant ethical approval was granted, if applicable.

REFERENCES

1. NHS England. Data on written complaints in the NHS, 2022-23 [Internet]. NHS Digital. 2023. Available from: <https://digital.nhs.uk/data-and-information/publications/statistical/data-on-written-complaints-in-the-nhs/2022-23>.
2. Sharon MW, BATTERY A, Spearpoint K, Kneebone R. Transformative forms of simulation in health care – the seven simulation-based T's: a concept taxonomy review of the literature. *International Journal of Healthcare Simulation*. 2023.
3. Visscher K. Experiencing complex stakeholder dynamics around emerging technologies: a role-play simulation. *European Journal of Engineering Education*. 2023;1-19.
4. Brazil VA, Purdy E, Bajaj K. Simulation as an improvement technique. In: Dixon-Woods M, Brown K, Marjanovic S, Ling T, Perry E, Martin G, editors. *Elements of Improving Quality and Safety in Healthcare*. Cambridge University Press. 2023.

