PATIENT SAFETY
SPEAKING UP
OUR WELLBEING
Learning Objectives.

1. Recognise patient safety and professionalism concerns

2. Reflect on perceived barriers to speaking up while on placement

3. Feel empowered to act on concerns, and know where to access further support
Hazard Perception.
It is the duty of a medical student to...

"To take prompt action if you think that patient safety, dignity or comfort is being compromised"
Hazard Perception
A Clinical Example
Hey Jeff hope you guys have a good evening, see you tomorrow for ward round!

Hey Rosie, you should stay out we’re only having a few more?

Ah sorry, I’m exhausted after today, thought you would be too! Will See you bright and early tomorrow!!

You’re missing oooouuuutt

Sent at 11.30pm
Hey Jeff hope you guys have a good evening, see you tomorrow for ward round!

Hey Rosie, you should stay out we’re only having a few more?

Ah sorry, I’m exhausted after today, thought you would be too! Will See you bright and early tomorrow!!

You’re missing oooouuuuut

Sent at 11:30pm
You’re missing oooouuuut

Like my hat? Might wear it tomorrow.

HEeyy Misse5 weyou tonight, 8am ye>?

Sent at 4.30am
Like my hat? Might wear it tomorrow.

Heyy Misse5 weyou tonight, 8am ye>?

Sent at 4:30am

Hey Jeff I’ve just got to the ward, are you on your way?

Consultants here and wondering where you are… don’t wanna land you in it!

Sent at 9:25am

Erm, not gonna lie you probably should go home?

Sent at 11:45am
What would you do with Jeff?
How do we speak up?

Raising concerns as a medical student can be difficult! Especially when dealing with seniority, or even our friends.
What is unprofessionalism?

- Inappropriate Social Media use.
- Under the influence of alcohol or drugs.
- Not contributing to group work or acting outside of their competence.
- Being rude to patients or your peers.
• Medical Students ARE NOT registered with the GMC

Therefore, they are not employed by their placement provider.

**IMPORTANT TO NOTE**

• However, the medical school will expect you to do so should you have any
CUSS – Graded Assertiveness

- I am concerned that...
- I am uncertain that...
- I am worried this is unsafe, because...
- Please stop – we need to discuss this further...
You are tipsy. Why are you coming in?

You are tipsy. It is dangerous for you to come in.

It is dangerous for you to come in. I recommend going home.

Go home now.
You are driving with Jeff to the hospital and notice he is consistently driving 100mph in a 40mph zone.

In pairs using either of the models below, raise your concerns with one another in turn.
As a medical student...

"Professionalism is broader than this and includes all elements of your academic study, as well as the need to be trustworthy and honest. ”

General Medical Council
Achieving Good Medical Practice
Where to raise concerns?

- Pastoral Staff
- Own GP
- Friends and Family
- Medical School
- Module Lead
- Personal Tutors
- Placement Lead
- Other Students
- Other Members of Medical Team
- Placement Consultant
Summary

1. Recognising concerns can be very subjective, but it is important to identify when a patient’s safety, dignity or comfort are being compromised.

2. There are many ways of raising concerns. The CUSS and PACE toolkits provide ways of addressing problems using a tiered system.

3. You do not have to be certain when raising a concern, but by contacting the relevant people it will ensure you receive the right support and that the problem will be investigated appropriately.