

The background of the top half of the poster features a blurred image of a medical professional in a white coat. Overlaid on this are several blue hexagonal icons containing white medical symbols: a syringe, a stethoscope, a first aid kit, a person silhouette, test tubes, a heart, a pill, and a plus sign. A large, prominent blue hexagon with a white plus sign is centered behind the main title.

MEDICAL ERROR

HUMAN FACTORS CONFERENCE

Medical errors are common and largely preventable. In the UK, 1 in 10 hospital admissions has some form of human error, ranging from relatively minor incidents, to never events and death estimated to be up to 5,000 patients per year. Analysis of so called never events has found that human factors are responsible for the majority of these mistakes. A healthy and content workforce will reduce medical mistakes and improve staff retention.

Taking a lead from other high risk organisations including aviation and air traffic services this conference will examine human factors and their relevance to mistakes. It will highlight the importance of looking after ourselves, interpersonal relationships, flattening hierarchies and how to ensure adoption of a no blame culture.

Thursday 21 November 2019

Venue

Royal College of Physicians and Surgeons of Glasgow

Who should attend?

Open to all

BOOK NOW

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ROYAL COLLEGE OF
PHYSICIANS AND
SURGEONS OF GLASGOW

The conference will give the attendee insight into the subject and to learn methods of reducing mistakes by helping to:

- Recognise the relevance of Human Factors in day to day practice and performance
- Recognise features of errors related to human factors and the scale of the problem
- Examine work styles to reduce and prevent errors

PROGRAMME

08.30 – 09.00 REGISTRATION, TEA AND COFFEE

09.00 – 09.10 WELCOME AND INTRODUCTION

SESSION 1

09.10 – 09.40 Medical error: The scale of the problem

Professor Peter Brennan, *Consultant Maxillofacial Surgeon, Honorary Professor of Surgery, Queen Alexandra Hospital, Portsmouth*

09.25 – 10.00 Lessons from the safety journey of a major UK Airline

Mark Mannering-Smith, *Head of Flight Safety, British Airways, Heathrow*

10.00 – 10.35 The just culture

Mike Davidson MA, *Captain A380 Airbus, British Airways, Heathrow*

10.35 – 10.50 REFRESHMENT BREAK

SESSION 2

10.50 – 11.25 Hierarchies and challenges

Niall Downey, *Surgeon and Captain A330 Airbus, Aer Lingus, Ireland*

11.25 – 11.45 Medical errors: The regulators view

Anna Rowland, *Assistant Director in Policy and Safeguarding, General Medical Council*

11.45 – 12.05 How safe is your organisation?

Nic Turley, *Director of Human Factors, National Air Traffic Services (NATS)*

12.05 – 12.35 Leadership and Team Working

Steve Morris, *Red 5, The Royal Airforce acrobatic and display team. (Red Arrows)*

13.00 – 13.50 LUNCH

SESSION 3: WORKSHOPS

13.50 – 14.25 Workshop 1: How to maintain personal wellbeing, resilience and preventing burnout

14.25 – 15.00 Workshop 2: Preventing systemic mistakes

15.00 – 15.15 REFRESHMENT BREAK

15.15 – 15.50 Workshop 3: Working with the regulator – improving wellbeing and preventing mistakes

Ian McNeill and Nicola Cotter

15.50 – 16.10 Feedback from sessions and closing remarks

Dr Richard Hull, *Honorary Secretary, Royal College of Physicians and Surgeons of Glasgow*