

Building a Learning Culture: Advancing Patient Safety Through Civility, Systems Thinking, and Collaboration

This full-day educational workshop explores how compassionate communication, psychological safety, and systems thinking drive a strong organisational learning culture aligned with the Patient Safety Incident Response Framework (PSIRF). Through interactive simulations, reflective discussions, and co-designed learning with Patient Safety Partners, participants will develop practical tools to strengthen fairness, teamwork, and continuous improvement in patient safety practice.

Date: Thursday 4th December 2025

Venue: Novotel York, Fishergate, YO10 4FD (free parking)

Agenda

- 08.30 **Registration & View Exhibition Stands**
- 09.00 **Welcome & Setting the Scene**
- 09.30 Overview of PSIRF, SEIPS, Patient Safety Strategy and the learning aims. "What does a learning culture look like in practice?"
- 09.30 **Civility & Compassionate Communication**
- 10.30 The impact of incivility on patient safety.
- 10.30 **Refreshment Break & View Exhibition Stands**
- 10.50 **Developing an Organisational Safety Structure**
- 11.50 Introduce the PSIRF aligned safety culture principles and look at Alternative theory.
- 11.50 **Psychological Safety in Teams**
- 12.50 Amy Edmondson's framework
- 12.50 **Lunch & View Exhibition Stands**
- 13.30 **Human Factors & SEIPS in Practice**
- 14.30 SEIPS: people, tools, tasks, environment, organisation
- 14.30 **Event Response Management & After-Action Reviews**
- 15.15 Explore PSIRF event response processes
- 15.15 **Refreshment Break**
- 15.30 **Working with Patient Safety Partners**
- 16.15 Lived experience from TBC, learning and impact.
- 16.15 **Reflection, Evaluation & Close**
- 16.30



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Registration

To register for a place please contact education.nimbuscare@nhs.net with the information below (number of places per practice/organisation is 3)

Full Name.....

Practice/Organisation.....

Job Role.....

Email.....

The cost to attend this day is £30 per delegate, payable to:

Natwest Nimbuscare Events Limited Business Current Account

Sort Code 56-00-70

Account No 48239151

Please note your Practice/Organisation when making payment to make cross referencing easier, thank you.

Events supported by Chiesi, Pfizer, Thermo Fisher, Ego Pharm through purchase of an exhibition stand. All companies have had no input into the creation of the agenda. Arrangements made in accordance with the ABPI Code of Practice.

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