

Compassionate Engagement & Involvement of those affected by patient safety incidents Workshop



This course is for:

Clinical and non-clinical staff who engage with patients and families after incidents

Learning objectives:

1. **Plan and deliver** proportionate, trauma-informed engagement with patients, families and carers, using the sliding scale of compassionate engagement, Duty of Candour requirements, and NHS England's Four Steps to Engagement
2. **Lead** sensitive and difficult conversations with confidence, including handling distress, cultural and inclusivity considerations, and knowing when to escalate
3. **Recognise and respond** to the impact of patient safety incidents on staff as "second victims," applying the Organisational Staff Support Model and the principles of procedural, outcome, interpersonal and informational justice
4. **Apply** systems thinking and the Being Fair Tool to distinguish system conditions from individual culpability, using SEIPS, work-as-done vs work-as-imagined, and the efficiency-thoroughness trade-off to protect psychological safety
5. **Write** safety findings, actions and reports in language that keeps people safe and supports genuine learning, including preparing draft reports for sharing with patients and families
6. **Demonstrate** these skills through realistic scenarios: planning an engagement response, conducting an MDT systems review of staff support, and designing evaluation questions for both patient/family and colleague experience

This immersive, practice-focused workshop turns PSIRF's compassionate engagement principle into practical leadership skill. Rather than theoretical discussion of policy, you'll spend the day working through real scenarios, sensitive conversation practice, and structured exercises. These build the confidence to lead compassionate, systems-based responses to patient safety incidents for patients and families, and for your colleagues.

Format: 1 day, in person or online

