

Dental Safety Climate Survey: Team Meeting Guidance¹

What is the purpose of the meeting?

In order to make the most of your practice's participation in the Dental Safety Climate survey, it is recommended that the practice holds a team meeting to discuss and reflect on your safety climate report as well as agree action plans to maintain or improve the safety climate in your practice. Ideally all members of the team should participate in the meeting, even those who did not complete the questionnaire.

What is the purpose of this guidance?

This guidance summarises a process to successfully facilitate a safety climate meeting in your practice in approximately one hour. It is completely flexible and you may choose to use all, part or none of it. The guidance also provides an action plan template. It is recommended that no more than three action plans are formulated in the first instance.

Discussion Point	Reflective Questions / Actions	Potential Implications
Identify how many members of the practice team completed the survey. (5 minutes*)	<p>What proportion of the team did not complete the survey?</p> <p>Do non-participants have specific characteristics in common?</p> <p>Why did they not complete the survey?</p>	<p>The more people that complete the survey the more likely it is that the results will reflect the perceptions of the whole practice.</p> <p>If non-participants do have specific characteristics in common, it makes it more difficult to interpret the report with confidence.</p> <p>Is there a need to address any barriers to completing the survey?</p>
Identify a maximum of three safety climate factors that the practice team perceived as positive. Consider how your practice compares to other practices. (15 minutes*)	<p>Do you think these perceptions are a true reflection of the reality in the practice?</p> <p>What evidence is there to support this?</p> <p>Explore actions (if any) to improve these areas further or ensure perceptions remain positive.</p>	<p>Sometimes perceptions and reality do not quite 'match up'.</p> <p>This helps the practice team identify their current strengths in these areas</p>
Identify a maximum of three safety climate factors that the practice team perceived as less positive. Consider how your practice compares to other practices. (15 minutes*)	<p>Do you think these perceptions are a true reflection of the reality in the practice?</p> <p>What evidence is there to support this?</p> <p>Explore actions (if any) to improve these areas further or ensure perceptions remain positive.</p>	<p>It may not always be possible or desirable to improve.</p>
Compare the results of different staff groups in your practice. (10 minutes*)	<p>Are there differences between staff groups? If yes, does one staff group consistently perceive things more positively or negatively than the other? Is the difference in one or more areas?</p> <p>Explore why their perceptions may be different.</p> <p>Can perceptions be aligned?</p>	<p>Focus on differences in perceptions not on whether the perceptions of one group are 'right'.</p> <p>This may be a good opportunity to allow one person from every staff group to suggest a reason.</p>
Summarize the main discussion points and agree action plans. (15 minutes*)	<p>Are there specific actions that could be taken to improve the practice's safety culture? (A template is provided to help the practice formulate action plans)</p>	

* Suggested times for each point to ensure all sections are discussed. Aim to identify one or two important issues and resist being distracted by minor or insignificant differences in scores.

¹ Adapted from NHS Education for Scotland, Safety Climate Report Guidance: Making the most of your safety climate survey report (2010):

Dental Safety Climate Pilot Study- Action Plan Template

What needs to improve? What is the improvement goal?	Barriers to improvement	Action Plan (<i>who, what, where, when, how</i>)	Monitoring Progress (<i>how, when</i>)
<p><i>Choose 1-3 aspects of the practice's safety climate that were perceived as less positive and could be improved.</i></p> <p><i>Agree what will change as a result of making improvements (improvement goal).</i></p>	<p><i>Identify what the barriers are to making improvements and how these might be overcome.</i></p>	<p><i>Specify <u>who</u> needs to do something differently, <u>what</u> needs to change, and <u>where</u>, <u>when</u> and <u>how</u> changes can be made.</i></p>	<p><i>Specify how success will be measured, when it will be measured and who will do this.</i></p>

This template is provided as an example. It is completely flexible and you may choose to use all, part or none of it.