



**Londonwide LMCs**

The professional voice of London general practice

# Safe care workshop workbook

# How to use this workbook

This workbook follows the structure of the workshop, separated into the sessions that the workshop will contain.

Our intention is that you note down things that will help you to deliver each section.

Each section contained a question, but please use the space as you need to record anything that feels useful.

If you deliver the workshop to different groups or in different practices, you can add new insights to the workbook so that the process improves.

You might want to periodically compare notes with others as part of sharing your learning.

## What you will need to deliver the workshop:

- 2 facilitators
- 6-12 participants (equal number of patients and staff)
- For in-person workshops: A venue that has space to separate out into 3 groups, flipchart, flipchart markers, sticky notes, refreshments.
- For online workshops: at least one facilitator familiar with the tech, a video conferencing platform (Zoom is ideal), Miro or other digital whiteboard.

## Workshop notes

Session	Notes
Registration	<i>How do we help people feel at ease?</i>
Vision question	<i>What is the best way to set up the vision question so that people both contribute and absorb the opinions of others?</i>
	<i>How can we cluster the vision question so that themes emerge?</i>

<p>Landing together</p>	<p><i>Which landing exercises do you think work best?</i></p>
<p>Introduction</p>	<p><i>What is the purpose of this work and what will happen to the outputs after the workshop?</i></p>
<p>Activity Fete</p>	<p><i>What is the best way to set up the activity fete in our space / online?</i></p>

<p>Break</p>	<p><i>What's my role in the break?</i></p>
<p>Looking at our strengths and challenges, how can we improve things?</p>	<p><i>What facilitation techniques will we use?</i></p>
<p>What solutions have we come up with?</p>	<p><i>What feedback techniques will we use?</i></p>

<p>What is next?</p>	<p><i>How can we be clear and manage the expectations of our participants?</i></p>
<p>Implementation</p>	<p><i>How can we support people to action plan for implementation of improvements?</i></p>



**Londonwide LMCs**  
The professional voice of London general practice

## Contact:

Email: [d.sherwood@wearecoco.create.com](mailto:d.sherwood@wearecoco.create.com)