

## Safer care study day: Stop, look, and listen

Date: Wednesday 4 March 2026  
RCEM accredited for 7 CPD points

|               |                                                                                                                                    |
|---------------|------------------------------------------------------------------------------------------------------------------------------------|
| 09:00 - 09:30 | Join the virtual meeting space                                                                                                     |
| 09:30 - 09:40 | <b>Welcome and introduction to the day</b><br>SCC Chair                                                                            |
| 09:40 - 10:00 | <b>When things go wrong – a clinician's view point (second victim)</b><br>Dr Glyn Barnett, Frimley Health NHS Foundation Trust     |
| 10:00 - 10:20 | <b>Restorative learning – supporting patients/families</b><br>TBC                                                                  |
| 10:20 - 10:40 | <b>Martha's Rule in the ED – giving patients and staff a voice</b><br>Ms Sally-Anne Wilson, Airedale NHS Trust                     |
| 10:40 - 10:50 | <b>Panel Q&amp;A</b>                                                                                                               |
| 10:50 - 11:05 | Refreshment break                                                                                                                  |
| 11:05 - 11:30 | <b>Delivering care in temporary escalation spaces (HSSIB)</b><br>Ms Saskia Fursland, Health Services Safety Investigations Body    |
| 11:30 - 11:50 | <b>Receiving sepsis care in temporary escalation spaces – a patient's experience</b><br>Ms Louisa Bradley, NHS Resolution          |
| 11:50 - 12:10 | <b>How to deliver safe, high quality care – the nursing perspective</b><br>Ms Julia Gamston, Imperial College Healthcare NHS Trust |
| 12:10 - 12:25 | <b>Panel Q&amp;A</b>                                                                                                               |
| 12:25 - 13:20 | Lunch                                                                                                                              |
| 13:20 - 13:50 | <b>Think Aorta, the reflections of a survivor</b><br>Dr Robert Sneyd, University of Plymouth                                       |
| 13:50 - 14:10 | <b>How an ED pharmacist can improve patient safety</b><br>Dr Tom Harris, South Tyneside & Sunderland NHS Foundation Trust          |
| 14:10 - 14:25 | <b>How to maximise the training experience, despite crowding</b><br>Dr Emma Roberts, Croydon Health Services NHS Trust             |
| 14:25 - 14:40 | <b>Panel Q&amp;A</b>                                                                                                               |
| 14:40 - 14:55 | Refreshment break                                                                                                                  |
| 14:55 - 15:15 | <b>The power of positive feedback</b><br>TBC                                                                                       |
| 15:15 - 15:35 | <b>Human Factors education &amp; how it can improve care</b><br>Dr Helen Vosper, Aberdeen University                               |
| 15:35 - 16:00 | <b>Learning from excellence</b><br>Dr Adrian Plunkett, Birmingham Children's Hospital                                              |
| 16:00 - 16:15 | <b>Panel Q&amp;A</b>                                                                                                               |
| 16:15 - 16:25 | <b>Reflections on the day &amp; Close</b><br>SCC Chair                                                                             |
| 16:25         | Close of day                                                                                                                       |