

# Lessons Learned - Embedding the Learning/Hot Spots

Date:

Team Name:	Base:
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Step 1

**You have identified a problem?**  
**What happened?** brief description of the event.

Step 2

**Why did this happen** (brief summary)?

Step 3

**What actions or steps can be taken to ensure this does not happen again?**

Action	By who	By when
1		
2		
3		
4		

Step 4

**Name of Manager whose responsibility it will be to ensure that these steps happen?**

Step 5

**What advice or instructions would be useful to another team / service to?**

**For Discussion and Action at Practice Clinical Governance Group Meeting (PCGG)**

Date:

As a result of discussion of this Lesson Learned, the following action needs to be taken:

**1. Change in Policy**

- a. Identify manager to implement: \_\_\_\_\_
- b. Identify date for completion and ratification by the PCGG: \_\_\_\_\_

**2. Change in Standard Operating Procedure:**

- a. Identify Manager to implement: \_\_\_\_\_
- b. Identify date for completion and ratification at DMT or PCGG: \_\_\_\_\_

**3. Communication to staff:**

- a. Communication to be written by: \_\_\_\_\_
- b. Communication to be delivered via (please tick):
  - i. Team Bulletin
  - ii. Team meetings
  - iii. Supervision sessions
  - iv. Email to all staff
- c. Date Communication to be complete: \_\_\_\_\_

**4. Staff training need:**

- a. Training department to be advised: \_\_\_\_\_
- b. Date for report back to PCGG: \_\_\_\_\_

**5. Other Action required (please detail):**

- a. Manager responsible for implementation: \_\_\_\_\_
- b. Date for implementation completion and report to SMT: \_\_\_\_\_

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**Checklist and actions for meeting minute taker:**

- 1. Actions are embedded into DMT action log
- 2. Completion dates placed onto agenda for identified dates