

# PATIENTS' FORUM

FOR THE LONDON AMBULANCE SERVICE

## Optimising system performance and personal wellbeing in the NHS

### **COURTNEY GRANT**

#### **PATIENTS' FORUM LEAD ON STROKE AND HUMAN FACTORS**

Over 1.3 million people work in the NHS, treating more than a million patients a day. The NHS' values include working together to enhance patient care, and a commitment to improving the quality of care.

However, it is reported that a large percentage of adverse incidents experienced in healthcare are the result of system-included Human Error. Such errors could occur because of a confusing user interface, difficulty in operating devices, or because of unclear procedures, just to name a few examples.

Human Factors looks at "how people use things". It's a scientific discipline that looks at the fit between products, services, and environments, and the people who need to use them, with the aim of optimising system performance and personal wellbeing.

In this talk, Courtney Grant will provide an overview of Human Factors and will highlight specific examples of Human Factor challenges in the context of healthcare, before describing potential ways for Human Factors and Patient Engagement to work together to help healthcare challenges.

# **MONDAY – OCT 4<sup>th</sup>, 2021**

## **5.30 – 7.00pm ZOOM MEETING**

Chair: Healthwatch and Patients' Forum: Malcolm Alexander - [PatientsForumLAS@aol.com](mailto:PatientsForumLAS@aol.com)

Vice-Chair: Patients' Forum: Sister Josephine Udie - [Sisterjossi@hotmail.com](mailto:Sisterjossi@hotmail.com)

### **ALL WELCOME**

### **WWW.PATIENTSFORUMLAS.NET**

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