

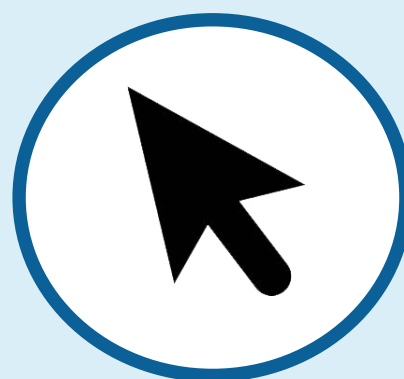
Observation Topic of the Month -  
**Flu vaccinations**



Have the posters for the flu clinics been circulated to your staff?



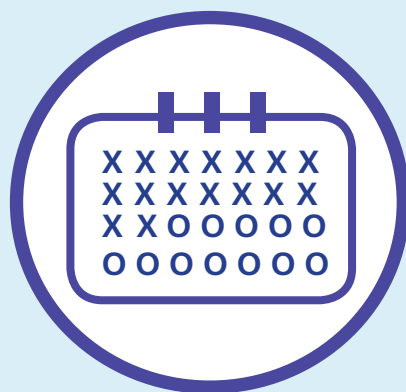
Have the flu mythbuster posters been circulated in your department?



Do staff know how to book an appointment via Link and People First / Eventbrite



\*Do the staff understand the risks of not having the flu vaccine?



Would your dept be able to function if staff were off sick with flu for two weeks or more?



Do staff know that if they have had the flu vaccine outside NHSBT, they need to email 'Immunisation Programme'

**\*You can spread flu to your children, grandchildren, elderly relatives, patients or donors without showing any symptoms yourself. Without knowing it, you could cause serious complications or even death for people who may be less fit and healthy than yourself. Public Health England estimates that on average 8,000 people die from flu in England each year.**

**A behavioural safety observation is the key to identifying hazards in the way people carry out tasks before an accident happens.**

**The idea is to visit your team and observe the work for a few minutes, identifying things that are good as well as bad and then discuss the points with your team. The information on the other side of this sheet may provide some guidance on what to look for.**

**Below is advice on how to carry out the conversation and what to look for in the observations.**

**Introduce yourself**

- Advise the observee who you are if they don't know and why you are there
- Advise all observations are anonymous
- Watch the whole process you are observing
- Record good and poor practice
- Only interrupt if there is an immediate danger of injury or worse

**Immediate feedback**

- Feedback directly to the person you have observed
- Reinforce POSITIVE behaviour by telling them what they did well
- Have an open and honest conversation with the observee

**Do this by asking the right question in the right way**

- Highlight what they have done correctly and present any issues as a question for them to answer:

- Q. Does everyone do it that way?
- Q. What is slow / inconvenient uncomfortable about doing that safely?
- Q. What is the worst thing that could happen with that approach?
- Q. How would that affect your spouse, children, partner, children, friends, colleagues?
- Q. What could be done to address the issue highlighted?

Date	What was observed?	
<b>What went well?</b>		
<b>What didn't go well?</b>		
<b>What could be better?</b>		
<b>How can we improve?</b>		