

What participants say about TAPS Training and Action for Patient Safety:

"It has given me a structure. I can sit down now and analyse a problem ...you can see holes where you might not have... or pitfalls where you didn't see them before."

General Practitioner

"It was very much a team approach... it felt that anyone could speak up and make any comment. It wasn't really a strict hierarchy."

Junior Doctor, Hospital Trust

"It was an excellent way to tackle those things that niggle you but you never get to do."

GP Registrar

"It has made the nursing and the medical staff a team, when we hadn't quite been a team before – it grew us together."

Nurse, Hospital Trust

"I liked the online learning.... the impression was that it was a bit more onerous than it actually turned out to be in real life."

Consultant, Hospital Trust

"It gives more and more people the skills to know how to tackle different problems so you can use the same methodology for non-patient safety."

Manager, Hospital Trust

"This is actually the people doing the measurement who have been doing the care... there's no middle person....so you see it then you change it and then you do it again ...so it's an immediate instant feedback process."

Consultant, Care Trust

"The main thing is it works and it's as simple as that, if you apply the principle... to the workplace it works and patient safety is improved as a result of it. The biggest compliment I can give it is I intend to carry on using it in my practice with my colleagues."

Senior Nurse, Care Trust

"...on a personal level firstly I have more insight into patient safety issues... and secondly, again on a personal note, I came to know about different interventions which could be done. So in that sense it improved my knowledge and I can use that knowledge to improve myself as well as the service with which I am associated."

Junior Doctor, Care Trust