



**Human Factors
21 November 2019**

08.30am – 09.00am	<i>Registration, tea and coffee</i>	
09.00am – 09.10am	Welcome and introduction	Dr Richard Hull Honorary Secretary Royal College of Physicians and Surgeons of Glasgow
Session 1		
09.10am – 09.30am	Medical Error: The scale of the problem	Professor Peter Brennan Consultant Maxillofacial Surgeon Honorary Professor of Surgery Queen Alexandra Hospital, Portsmouth
09.30am – 09.50am	Lessons from the safety journey of a major airline	Captain Mark Mannering-Smith Head of Aviation Safety, Risk and Compliance, British Airways
09.50am – 10.15am	Achieving Culture Change: Human Factors in Practice	Captain Chris Holden Training Standards Captain Captain Graham Shaw Director Critical Factors Ltd
10.15am – 10.40am	The just culture	Captain Mike Davidson MA Captain A380 Airbus British Airways, Heathrow
10.40am-10.55am	<i>Refreshment break</i>	
Session 2		
10.55am – 11.20am	Error Management in Healthcare– A Pilot Study?	Captain Niall Downey Managing Director Frameworkhealth Ltd
11.20am – 11.45am	The impact of medical errors on Fitness to practise	Ms Anna Rowland Assistant Director of Policy and Business Transformation General Medical Council
11.45am – 12.10am	Personal Factors to improve patient safety	Professor Peter Brennan Consultant Maxillofacial Surgeon Honorary Professor of Surgery Queen Alexandra Hospital, Portsmouth
12.10pm – 12.35pm	How safe is your organisation?	Nic Turley Director of Human Factors National Air Traffic Services (NATS)
12.35pm – 1.00pm	Leadership and Team Working	Captain Chris Holden, Training Standards Captain and Captain Graham Shaw, Director Critical Factors Ltd
1.00pm – 1.50pm	<i>Lunch</i>	



Session 3 Workshops			
	<p>Workshop 1: How to maintain personal wellbeing, resilience and preventing burnout</p> <p>Dr Richard Hull, Professor Peter Brennan and Niall Downey</p>	<p>Workshop 2: Preventing systemic mistakes</p> <p>Captain Graham Shaw and Captain Mark Mannering-Smith</p>	<p>Workshop 3: Working with the regulator – improving wellbeing and preventing mistakes</p> <p>Ian McNeill Head of the Regional Liaison Service General Medical Council</p> <p>Nicola Cotter Head of Scotland Office General Medical Council</p>
1.50pm – 2.25pm	Workshop Rotation 1		
2.25pm – 3.00pm	Workshop Rotation 2		
3.00pm - 3.15pm	<i>Refreshment Break</i>		
3.15pm – 3.50pm	Workshop Rotation 3		
3.50pm – 4.10pm	Feedback and Closing remarks	Dr Richard Hull Honorary Secretary Royal College of Physicians and Surgeons of Glasgow	