

## Optimising learning from excellence and everyday events

Here are some reflective questions to drive improvement, insight, and sustainability of actions following ACE cases including everyday events.

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### 1. What went well?

- What specific exceptional transfusion practice contributed to the success?
- Which actions, decisions or behaviours made a positive difference?

### 2. Why did it go well?

- What conditions, resources, relationships, or processes enabled this success?
- Are there any standout actions from an individual member of staff, and can they identify any thought processes or situational triggers that contributed to this positive action and outcome?

### 3. What strengths were demonstrated?

- Which individual or team strengths were most visible?
- Were any unexpected strengths or capabilities revealed?

### 4. What surprised you (in a good way)?

- Did anything work better than expected?
- Was there innovation or creativity involved?

### 5. How can this be replicated or scaled?

- Which elements are essential to repeat?
- How can we embed these practices in other teams or settings?

## Everyday learning: challenges & opportunities

### 6. What were the challenges?

- Which aspects of the process felt unclear, complex or hard to navigate?

### 7. How were the challenges responded to?

- What worked?

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- What didn't?

### 8. What was the learning from this event?

- What insight or pattern stands out?
- What does this tell us about how we work?

### 9. What will be done differently next time?

- What small adjustments could make a big difference?
- What bigger changes may be needed?

### 10. What support, resources, clarity, and conditions are needed to sustain this change and enable it to be successfully repeated in the future?

- Skills, staffing and time capacity, equipment, information, tools, decision making?

## Forward-Looking & Sustainability Questions

### 11. Has this learning resulted in tangible changes?

- What has changed in practice because of this learning? If no change yet, how can we plan to implement changes?
- Can we see measurable or observable differences?

### 12. Are these changes sustainable over time?

- What will help these improvements last?
- What risks could cause the learning to fade or be forgotten?
- Do we need to embed this into process, policy, habits or training?
- Are there any potential risks of implementing this in different circumstances?

### 13. How will learning from this improvement be shared and escalated organisational, including appropriate routes to senior leadership and the Board, to enable wider adoption and replication?

- Who else needs to know?
- How can this be shared beyond local organisations?
- What's the best way to spread the insight so it sticks?

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### 14. What will we commit to testing or practising going forward?

- What text of change, improvement or behaviour will we carry forward?
- How will we measure success or progress?

### 15. How will we review this change?

- Are the benefits of the change being sustained over time, and is it performing as expected?
- Based on what we are seeing in practice, do we need to refine or reinforce the change?
- Have any new challenges emerged since implementation, and how will we address them?

### 16. Do we need to adjust, refine, or reinforce the change?

- What have we noticed since implementing it?
- Are the benefits being maintained over time?
- Have any new challenges emerged that require modification?



If you have any questions about this document, please contact the SHOT team on [shot@nhsbt.nhs.uk](mailto:shot@nhsbt.nhs.uk)